

Reissued: 14-Mar-16

Model: OR-C1	Date: 12-Sep-11	No.: RD120001c
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RTB Reissue

The items in ***bold italics*** have been corrected.

Subject: Firmware Release Note: Fax		Prepared by: J. Kitagawa	
From: 1st Tech Service Sect.MFP/Printer Tech Service Dept.,			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Fax**.

Version	Program No.	Effective Date	Availability of RFU
<i>04.00.00</i>	<i>D1205535D</i>	<i>April 2016 production</i>	<i>Available</i>
03.00.00	D1205535C	November 2013 production	Available
02.00.00	D1205535B	December 2011 production	Available
01.01.00	D1205535A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available" The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<i>04.00.00</i>	<i>Symptom corrected: A stored reception document is deleted if a paper loading error (incorrect loading or tray overload) occurs when the user tries to print it out.</i>
03.00.00	Symptom corrected: The machine freezes if a FAX is received during a Copy job that has been in progress for at least two minutes. Note: This can only be cleared by turning the main power OFF/ON.
02.00.00	Other changes: Japanese domestic model only: A minor change related to IP-FAX was made.
01.01.00	1st Mass production

Reissued: 12-Aug-13

Model: OR-C1	Date: 12-Sep-11	No.: RD120002d
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Engine		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Engine**.

Version	Program No.	Effective Date	Availability of RFU
1.06:08	D1205500F	August 2013 production	Available
1.05:08	D1205500E	February 2013 production	Available
1.04:08	D1205500D	May 2012 production	Available
1.03:08	D1205500C	January 2012 production	Available
1.02:08	D1205500B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available" The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.06:08	Minor bug corrections.
1.05:08	Symptom corrected: SC230 occurs when printing. (It's most likely to occur with the 23 cpm model.)
1.04:08	Symptom corrected: A jam may occur with the second stapled set (or subsequent set) on machines with the finisher installed.
1.03:08	Symptom corrected: The machine cannot receive a FAX under the following conditions: <ul style="list-style-type: none"> - The sender does not set the TSI, - The receiver has AOF enabled, and - There is no paper remaining in the paper bank at the receiver side
1.02:08	1st Mass production

Reissued: 22-Mar-16

Model: OR-C1	Date: 12-Sep-11	No.: RD120003f
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: GWFCU3.5-1(WW)		Prepared by: J. Kitagawa	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **GWFCU3.5-1(WW)**.

Version	Program No.	Effective Date	Availability of RFU
07.00.00	D1205537G	April 2016 production	Available
06.00.00	D1205537F	December 2012 production	Available
05.00.00	D1205537E	October 2012 production	Available
04.00.00	D1205537D	June 2012 production	Available
03.00.00	D1205537C	April 2012 production	Available
02.00.00	D1205537B	December 2011 production	Available
01.00.01	D1205537A	1 st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available" The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
07.00.00	Symptom corrected: <i>If an error, for example, 14-30 occurs while sending folders, the machine may not recover from the error nor report the error.</i>
06.00.00	1. The number of FAX pages printed out does not match the number that appears in the Job Log. 2. The number of pages printed out does not match the number that appears in the Job Log, if the machine main power is turned OFF/ON while the machine is receiving a FAX.
05.00.00	Symptom corrected: 1. The machine may print out an incoming FAX without forwarding it, even though the SUB code has been set and the machine is being used as a forwarding station.
04.00.00	Symptom corrected: 1. After the signals of sending Fax and receiving Fax come together in FCU, Fax line may go dead. Note: If the above symptom occurs, "Communication Failure Report" isn't printed even when Fax fail to send or receive a document.
03.00.00	Symptom corrected: SC899 occurs and/or faxes can no longer be sent or received after the machine recovers from Energy Saver mode.

Reissued: 22-Mar-16

Model: OR-C1		Date: 12-Sep-11	No.: RD120003f
Version	Modified Points or Symptom Corrected		
02.00.00	Other changes: Japanese domestic model only: A minor change related to IP-FAX was made.		
01.00.01	1st Mass production		

Model: OR-C1	Date: 12-Sep-11	No.: RD120004
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Subject: Firmware Release Note: MediaPrint		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **MediaPrint**.

Version	Program No.	Effective Date	Availability of RFU
1.00.00	D1205567A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.00.00	1st Mass production

Reissued: 18-Sep-14

Model: OR-C1	Date: 12-Sep-11	No.: RD120005e
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RTB Reissue

The items in ***bold italics*** have been added.

Subject: Firmware Release Note: Network Support		Prepared by: T. Hirakawa	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Network Support**.

Version	Program No.	Effective Date	Availability of RFU
10.69	D1205544E	November 2013 production	Available
10.68	D1205544D	January 2013 production	Available
10.67	D1205544C	May 2012 production	Available
10.66	D1205544B	March 2012 production	Available
10.65	D1205544A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available" The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
10.69	Symptom corrected: - When simultaneously printing from AppleTalk on a Mac and a protocol other than AppleTalk in Windows, an SC899 error might occur.
10.68	Symptom corrected: - If "CNAME" is specified as the destination folder, ScanTo Folder will abort. - When NBT is "OFF", Browse list is not shown if touch the Browse Network button on destination folder of Scan to folder. - Cannot scan to shared folders in Windows 8 and Windows Server 2012 . - Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8. This firmware is dependent on the following firmware modules. Please be sure to update all of them: System/Copy firmware v1.08(D1205530E) or later
10.67	Symptom corrected: 1. SC991 might occur and network functions could not be used. This occurs if DHCP and DDNS are both enabled in the device and if the DHCP server distributes to the device an FQDN that is more than 127 byte in length. 2. Device applications or services that use any of port 80, 443, 7443 or 7444 could not be used. This occurs if the illegal packet is sent after SSL negotiation handshake to any of the device's TCP ports 443, 7443 or 7444. Affected applications include Web Image Monitor, IPP Printing and @Remote.

Reissued: 18-Sep-14

Model: OR-C1		Date: 12-Sep-11	No.: RD120005e
Version	Modified Points or Symptom Corrected		
10.66	Symptom corrected: <ol style="list-style-type: none">1. Scan to SMB fails if the both of the following conditions are met.<ul style="list-style-type: none">- Either the device has NBT disabled or it is enabled but the device is unable to resolve the destination's NetBIOS name.- One or more octets in the destination's IPv4 address contain leading zeros.2. Jobs were intermittently cancelled if "LPR Byte Counting Enabled" was unchecked for LPR ports.3. Printer hangs when multiple jobs are submitted in the same session to the printer's lpd from AS/400, HP-UX or Solaris.		
10.65	1st Mass production		

Reissued: 06-Mar-12

Model: OR-C1	Date: 12-Sep-11	No.: RD120006b
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Subject: Firmware Release Note: NetworkDocBox		Prepared by: T. Shinmura	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **NetworkDocBox**.

Version	Program No.	Effective Date	Availability of RFU
1.02	D1205545C	February 2012 production	Available
1.01	D1205545B	December 2011 production	Available
1.00	D1205545A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.02	<p>Other changes: Scan to file would not allow the creation of PDF files if the "Master Password" setting was configured but the "Document Password" setting was not. After the fix, Scan to file will now allow the creation of PDF files under these conditions.</p> <p>This firmware is dependent on the following firmware modules. Please be sure to update all of them: Network DocBox Ver 1.02 (D1205545C) Scanner Ver 01.02 (D1205538B) Web Uapl Ver 1.02 (D1205540C)</p>
1.01	Other changes: Japanese domestic model only: A minor change related to IP-FAX was made.
1.00	1st Mass production

Model: OR-C1	Date: 12-Sep-11	No.: RD120007
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Subject: Firmware Release Note: PCL Font		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **PCL Font**.

Version	Program No.	Effective Date	Availability of RFU
1.12	D1205572	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.12	1st Mass production

Reissued: 02-May-12

Model: OR-C1	Date: 12-Sep-11	No.: RD120008b
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Subject: Firmware Release Note: RemoteFax		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **RemoteFax**.

Version	Program No.	Effective Date	Availability of RFU
03.00.00	D1205536C	May 2012 production	Available
02.00.00	D1205536B	December 2011 production	Available
01.00.00	D1205536A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
03.00.00	Minor bug corrected (Japanese model only).
02.00.00	Other changes: Japanese domestic model only: A minor change related to IP-FAX was made.
01.00.00	1st Mass production

Reissued: 06-Dec-12

Model: OR-C1	Date: 12-Sep-11	No.: RD120009b
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Scanner		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Scanner**.

Version	Program No.	Effective Date	Availability of RFU
01.03	D1205538C	January 2013 production	Available
01.02	D1205538B	February 2012 production	Available
01.01	D1205538A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available" The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
01.03	Symptom corrected: The message below is not displayed after the machine recovers from Sleep mode. <Warning> ! You have exited the Features settings screen. Selected function settings have been cleared. Please re-select the settings.
01.02	Other changes: Scan to file would not allow the creation of PDF files if the "Master Password" setting was configured but the "Document Password" setting was not. After the fix, Scan to file will now allow the creation of PDF files under these conditions. This firmware is dependent on the following firmware modules. Please be sure to update all of them: Network DocBox Ver 1.02 (D1205545C) Scanner Ver 01.02 (D1205538B) Web Uapl Ver 1.02 (D1205540C)
01.01	1st Mass production

Reissued: 09-Jul-15

Model: OR-C1	Date: 12-Sep-11	No.: RD120010h
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: System/Copy		Prepared by: J. Kitagawa	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **System/Copy**.

Version	Program No.	Effective Date	Availability of RFU
1.12	D1205530J	July 2015 production	Available
1.11	D1205530H	March 2015 production	Available
1.10	D1205530G	March 2014 production	Available
1.09	D1205530F	November 2013 production	Available
1.08	D1205530E	January 2013 production	Available
1.07	D1205530D	May 2012 production	Available
1.06.1	D1205530C	February 2012 production	Available
1.05	D1205530B	December 2011 production	Available
1.04	D1205530A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available" The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.12	Symptom corrected: <ul style="list-style-type: none"> SC867 or SC868 may occur when turning ON the power or recovering from energy saver mode on machines installed with the SDK application. Using the network causes improper memory allocation and may result in SC819.
1.11	Symptom Corrected: SC 817, SC 819, SC 878-03 occur.
1.10	Symptom corrected: [Embedded RC Gate]: @Remote auto calls (Ex. service calls, supply calls, alarm calls) are not sent from the device if engine-related SC errors occur frequently within a short period of time.
1.09	Symptom corrected: <ol style="list-style-type: none"> The machine freezes if a FAX is received during a Copy job that has been in progress for at least two minutes. Note: This can only be cleared by turning the main power OFF/ON. SC819 occurs when an SDK/J application is installed from an administrative server. The time correction for Summer Time (Southern Hemisphere) is not

Reissued: 09-Jul-15

Model: OR-C1	Date: 12-Sep-11	No.: RD120010h
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Version	Modified Points or Symptom Corrected
	<p>applied after the setting is enabled.</p> <p>4. Cannot export the Debug Log to an SD card.</p>
1.08	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - Use of a fixed network speed will result in loss of connectivity. - Even though the Restrict Use of Destinations (Scanner) setting is set to ON, email addresses that are found by an LDAP Search are still editable by end-users. - Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8. <p>This firmware is dependent on the following firmware modules. Please be sure to update all of them: Network Support firmware v10.68(D1205544D) or later</p> <ul style="list-style-type: none"> - USB port doesn't work. - A logged-in user is not logged out when another user touches the card to the reader, on a machine with CAP installed. - The message below is not displayed after the machine recovers from Sleep mode. <p><Warning></p> <p>! You have exited the Features settings screen.</p> <p>Selected function settings have been cleared.</p> <p>Please re-select the settings.</p>
1.07	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. A "Home" button is displayed on the Copy screen after the machine is booted up (even though no such function exists). 2. SC990 occurs during a remote firmware update (RFU) and no operations can be performed after that. 3. A print job is not printed out (the "Data in" lamp just blinks) if the Type EQ external charge device is enabled and the SDK application that normally uses this device has not yet been opened/booted up. 4. The machine is unable to recognize the user currently logged in via User Authentication when the Access Mitigation setting is enabled. <p>Note: As a result, the machine cannot count the number of copies made each user (and this information is not displayed on the LCD when copies are being made).</p> <ol style="list-style-type: none"> 5. Repeated failures to login with an IC card will lock the entire account instead of just locking out the access of that card (PIN lock).
1.06.1	<p>Symptom corrected</p> <ol style="list-style-type: none"> 1. The up arrow button overlaps with part of the "Update" button on the Firmware Update screen. <p>Other changes:</p> <ol style="list-style-type: none"> 2. A software button was added to the Copier screen that allows the user to switch between the Copier and an SDK application. <p>Note: In order to be used, this new function must also be supported by the SDK application itself. For details, see the Release Notes for each application.</p>

Reissued: 09-Jul-15

Model: OR-C1	Date: 12-Sep-11	No.: RD120010h
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Version	Modified Points or Symptom Corrected
1.05	Symptom corrected: After the machine recovers from Energy Saver Mode, the external charge device does not charge the user when copies are made.
1.04	1st Mass production

Reissued: 04-Dec-12

Model: OR-C1	Date: 12-Sep-11	No.: RD120011b
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RTB Reissue

The items in ***bold italics*** have been corrected.

Subject: Firmware Release Note: Web Support		Prepared by: T. Nihei	
From: 2nd Tech Service Sect.MFP/Printer Tech Service Dept.,			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Web Support**.

Version	Program No.	Effective Date	Availability of RFU
<i>1.03</i>	<i>D1205539C</i>	<i>January 2013 production</i>	<i>Available</i>
1.02	D1205539B	December 2011 production	Available
1.01	D1205539A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available" The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<i>1.03</i>	<i>Symptom corrected: The LDAP fields "Login Name Attribute" and "Unique Attribute" only allow alpha-numeric characters, not symbols.</i>
1.02	Other changes: Japanese domestic model only: A minor change related to IP-FAX was made.
1.01	1st Mass production

Reissued: 06-Mar-12

Model: OR-C1	Date: 12-Sep-11	No.: RD120012b
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Subject: Firmware Release Note: Web Uapl		Prepared by: T. Shinmura	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Web Uapl**.

Version	Program No.	Effective Date	Availability of RFU
1.02	D1205540C	February 2012 production	Available
1.01.1	D1205540B	December 2011 production	Available
1.00	D1205540A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

"Available" The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.02	<p>Other changes: Scan to file would not allow the creation of PDF files if the "Master Password" setting was configured but the "Document Password" setting was not. After the fix, Scan to file will now allow the creation of PDF files under these conditions.</p> <p>This firmware is dependent on the following firmware modules. Please be sure to update all of them: Network DocBox Ver 1.02 (D1205545C) Scanner Ver 01.02 (D1205538B) Web Uapl Ver 1.02 (D1205540C)</p>
1.01.1	Other changes: Japanese domestic model only: A minor change related to IP-FAX was made.
1.00	1st Mass production

Model: OR-C1	Date: 12-Sep-11	No.: RD120013
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Subject: Firmware Release Note: animation		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **animation**.

Version	Program No.	Effective Date	Availability of RFU
1.00	D1205541A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Reissued: 10-Oct-11

Model: OR-C1	Date: 12-Sep-11	No.: RD120014a
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RTB Reissue

The items in ***bold italics*** have been added.

Subject: Firmware Release Note: App2Me		Prepared by: H. Tamaki	
From: MFP/Printer Tech Service Dept., 1st Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **App2Me**.

Version	Program No.	Effective Date	Availability of RFU
<i>1.5.900</i>	<i>D1205543B</i>	<i>November 2011 production</i>	<i>Not available</i>
1.5.800	D1205543A	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote
"Available" The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<i>1.5.900</i>	<i>Symptom corrected: Error in rotation processing for scanning.</i>
1.5.800	1st Mass production

Model: OR-C1	Date: 12-Sep-11	No.: RD120015
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Subject: Firmware Release Note: Font EXP		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Font EXP**.

Version	Program No.	Effective Date	Availability of RFU
1.00	D1205571	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Reissued: 26-Mar-12

Model: OR-C1	Date: 12-Sep-11	No.: RD120016a
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RTB Reissue

The items in ***bold italics*** have been corrected.

Subject: Firmware Release Note: Language Install		Prepared by: T. Shinmura	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Language Install**.

Version	Program No.	Effective Date	Availability of RFU
<i>1.03</i>	<i>D1201496A</i>	<i>February 2012 production</i>	<i>Not available</i>
1.01	D1201496	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote
"Available" The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<i>1.03</i>	<i>Other changes:</i> <i>A software button was added to the Copier screen, which can be assigned to specific SDK applications.</i> <i>Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.</i>
1.01	1st Mass production

Reissued: 26-Mar-13

Model: OR-C1	Date: 12-Sep-11	No.: RD120017b
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RTB Reissue

The items in ***bold italics*** have been corrected.

Subject: Firmware Release Note: OpePanel.EXP		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **OpePanel.EXP**.

For US Models

Version	Program No.	Effective Date	Availability of RFU
1.03	D1201459B	February 2012 production	Available
1.01	D1201459A	1st Mass production	Available

For EU Models

Version	Program No.	Effective Date	Availability of RFU
1.03	D1201490B	February 2012 production	Available
1.01	D1201490A	1st Mass production	Available

For ASI_TWN Models

Version	Program No.	Effective Date	Availability of RFU
<i>1.04</i>	<i>D1201493C</i>	<i>April 2013 production</i>	<i>Available</i>
1.03	D1201493B	February 2012 production	Available
1.01	D1201493A	1st Mass production	Available

For CHN Models

Version	Program No.	Effective Date	Availability of RFU
1.03	D1201491A	February 2012 production	Available
1.01	D1201491	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available" The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Reissued: 26-Mar-13

Model: OR-C1	Date: 12-Sep-11	No.: RD120017b
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For US Models

Version	Modified Points or Symptom Corrected
1.03	Other changes: A software button was added to the Copier screen, which can be assigned to specific SDK applications. Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.
1.01	1st Mass production

For EU Models

Version	Modified Points or Symptom Corrected
1.03	Other changes: A software button was added to the Copier screen, which can be assigned to specific SDK applications. Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.
1.01	1st Mass production

For ASI_TWN Models

Version	Modified Points or Symptom Corrected
1.04	<i>Symptom corrected: The names of the buttons in the "Print Volume Use Limitation: Unit Count Setting" screen for Administrators are all identical (same character string copied).</i>
1.03	Other changes: A software button was added to the Copier screen, which can be assigned to specific SDK applications. Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.
1.01	1st Mass production

For CHN Models

Version	Modified Points or Symptom Corrected
1.03	Other changes: A software button was added to the Copier screen, which can be assigned to specific SDK applications. Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.
1.01	1st Mass production

Model: OR-C1	Date: 12-Sep-11	No.: RD120018
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Subject: Firmware Release Note: OptionSD FONT_C		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **OptionSD FONT_C**.

Version	Program No.	Effective Date	Availability of RFU
0.00	D1205575	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
0.00	1st Mass production

Reissued: 28-Oct-14

Model: OR-C1	Date: 12-Sep-11	No.: RD120019d
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RTB Reissue

The items in ***bold italics*** have been corrected or added.

Subject: Firmware Release Note: PCL		Prepared by: T. Hirakawa	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **PCL**.

Version	Program No.	Effective Date	Availability of RFU
<i>1.04</i>	<i>D1205551E</i>	<i>November 2014 production</i>	<i>Available</i>
1.03	D1205551D	October 2013 production	Available
1.02	D1205551C	January 2013 production	Available
1.01	D1205551B	May 2012 production	Available
1.00	D1205551A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available" The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<i>1.04</i>	<i>Symptom corrected: If the glyph data of TrueType fonts includes hinting information that is on the edge of the frame, an SC899 error might occur. (GFPR#RC14030010)</i>
1.03	Symptom corrected: 1. Additional condition that caused "SC899 caused by the printing of specific kinds of TrueType fonts in PCL jobs" to still occur after the release of v1.02. (GFPR#RE11070014, GFPR#RC12050012, GFPR#RE12080003, GFPR#RE13010012, GFPR#RE13020020) 2. Print data that contains many intricate curve lines might take a long time to print. (GFPR#RE13030010) 3. A PCL XL error might occur when using the Citrix UPD to print.
1.02	Symptom corrected: 1. If a PCL job includes multiple types of characters, large font sizes in a substantial print job, or graphics that are of large file sizes, the printer cancels the job in the middle of printing. 2. SC899 caused by the printing of specific kinds of TrueType fonts in PCL jobs. (GFPR#RE11070014, GFPR#RC12050012, GFPR#RE12080003)
1.01	Symptom corrected 1. SC899 caused by the printing of specific kinds of scalable TrueType fonts. (GFPR#RE11100007, GFPR#CN11110001) 2. The use of a PCL5 macro results in an extra blank page being added to the job. (GFPR#RE11110012)
1.00	1st Mass production

Model: OR-C1	Date: 12-Sep-11	No.: RD120020
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Subject: Firmware Release Note: PDF		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **PDF**.

Version	Program No.	Effective Date	Availability of RFU
1.00	D1205559A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Model: OR-C1	Date: 12-Sep-11	No.: RD120021
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Subject: Firmware Release Note: PS		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **PS**.

Version	Program No.	Effective Date	Availability of RFU
1.00	D1205561A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Model: OR-C1	Date: 12-Sep-11	No.: RD120022
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Subject: Firmware Release Note: PS3 Font		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **PS3 Font**.

Version	Program No.	Effective Date	Availability of RFU
1.10	D1205574	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.10	1st Mass production

Reissued: 01-Nov-14

Model: OR-C1	Date: 12-Sep-11	No.: RD120023c
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RTB Reissue

The items in ***bold italics*** have been added.

Subject: Firmware Release Note: Printer		Prepared by: T. Hirakawa	
From: 2nd Tech Service Sect.,MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Printer**.

Version	Program No.	Effective Date	Availability of RFU
<i>1.06</i>	<i>D1205547E</i>	<i>November 2014 production</i>	<i>Available</i>
1.05	D1205547D	October 2013 production	Available
1.04	D1205547C	November 2011 production	Available
1.02	D1205547A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available" The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<i>1.06</i>	<i>Symptom corrected:</i> <i>The following occur when Tray 3 (LCT) is installed on the MFP:</i> <ul style="list-style-type: none"> <i>The paper is fed from the priority tray even if Tray 3 is specified from the driver as an input tray.</i> <i>A PCL XL error occurs if Tray 3 is specified from the PCL6 driver as an input tray.</i> <i>Although a lower paper tray cannot be installed, it is specified as "Attached Equipment" on the printer Configuration Page.</i> <i>(GFPR#RE14090003)</i>
1.05	Symptom corrected: The printer status in WIM is displayed as "Miscellaneous Error" when the LCT (PB3140) runs out of paper.
1.04	Symptom corrected Stapled IPDS jobs that are stopped mid-job (out of paper for example) might result in the device stalling.
1.02	1st Mass production

Model: OR-C1	Date: 12-Sep-11	No.: RD120024
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Subject: Firmware Release Note: RPCS		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **RPCS**.

Version	Program No.	Effective Date	Availability of RFU
3.11.1	D1205549A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
3.11.1	1st Mass production

Model: OR-C1		Date: 16-Dec-11	No.: RD120025a
Subject: Firmware Release Note: IPDS		Prepared by: T. Nihei	
From: 2nd Tech Service Sect.,MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **IPDS**.

Version	Program No.	Effective Date	Availability of RFU
8.042a	D1205563A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
8.042a	1st Mass production

Model: Orval-C1		Date: 04-Nov-11	No.: RD120028
Subject: Service Manual Correction		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Service Manual Correction (D120/D121/D122/D139 /D140/D141)

The areas in **bold** were added/corrected, and the areas ~~crossed-out~~ were deleted.

● 2. Appendix: PM Tables

Item	EM	60K	120K	180K	NOTE
PCU					
Drum		R	R	R	Do SP2801. This initializes the developer and resets the TD and ID sensor outputs to their defaults. It also resets the PCU counter.
Charge Roller		R	R	R	
Cleaning Roller		R	R	R	
Cleaning Blade		R	R	R	
Pick-off Pawls		R	R	R	
Developer		R	R	R	

● 3. Appendix: Service Call Conditions

Note: The following description appeared twice in the manual by mistake.

No.	Type	Details(Symptom, Possible Cause, Troubleshooting Procedures)
863	D	HDD error 4
		HDD data CRC error. During operation of the HD, the HD responded with a CRC error.
		<ul style="list-style-type: none"> HDD defective Controller board defective
		1. Format the HDD with SP5-832-002. 2. Replace the HDD. 3. Replace the controller board.

Model: Orval-C1

Date: 04-Nov-11

No.: RD120028

No.	Type	Details(Symptom, Possible Cause, Troubleshooting Procedures)
995	D	Controller Board Mismatch
-001		<ul style="list-style-type: none"> Defective BCU NVRAM Replacement error
		<ol style="list-style-type: none"> Install the previous NVRAM Input the serial number with SP5811-004, and turn the main power switch off/on. <p>IMPORTANT: When the BCU is replaced with a new one, this SC will occur. Therefore, make sure to do Step #2 above. Turning the power off/on links the NVRAM with the S/N information in the BCU.</p>
-002		<ul style="list-style-type: none"> Defective NVRAM Defective controller
		<ol style="list-style-type: none"> Update the controller firmware. Install a new NVRAM, and turn off and turn on the main power switch after SC995-002 has occurred. <p>IMPORTANT: When the NVRAM is replaced with a new one, this SC will occur. Therefore, make sure to do Step #2 above. Turning the power off/on allows the NVRAM to recognize the S/N.</p>

Reissued: 12-Apr-12

Model: OR-C1	Date: 15-Nov-11	No.: RD120026b
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: (Java VM v7 for eDC)		Prepared by: H.Tamaki	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Java VM v7 for eDC**.

Version	Program No.	Effective Date
7.17.04	<i>D1205565C_edc</i>	<i>February 2012 production</i>
7.16.07	D1205565B_edc	November 2011 production
7.15.04	D1205565A_edc	November 2011 production

Version	Modified Points or Symptom Corrected
7.17.04	<i>Other changes:</i> <i>1. A software button was added to the Copier screen, which can be assigned to specific SDK applications.</i> <i>Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.</i> <i>2. Software Keyboard type was changed for Taiwan model.</i>
7.16.07	*This module is for Remote Install Manager and updating JavaVM. Symptom corrected: 1. SDK/J starting logo screen does not change. 2. Vulnerability to the re-negotiation of SSL/TLS. 3. Multi installation to HDD fails for VM card Type-C applications. 4. Other minor bug corrections. Other changes: 1. Kerberos certification corresponding to RC4-HMAC code form. 2. VM card Type-C application remote installation. 3. Support for eDC-i1.2.
7.15.04	Initial release

Reissued: 12-Apr-12

Model: OR-C1	Date: 15-Nov-11	No.: RD120027b
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: (Java VM v7 std for eDC)		Prepared by: H.Tamaki	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Java VM v7 std for eDC**.

Version	Program No.	Effective Date
7.17.04	<i>D1205566C_edc</i>	<i>February 2012 production</i>
7.16.07	D1205566B_edc	November 2011 production
7.15.04	D1205566A_edc	November 2011 production

Version	Modified Points or Symptom Corrected
7.17.04	<i>Other changes:</i> <i>1. A software button was added to the Copier screen, which can be assigned to specific SDK applications.</i> <i>Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.</i> <i>2. Software Keyboard type was changed for Taiwan model.</i>
7.16.07	*This module is for Remote Install Manager and updating JavaVM. Symptom corrected: 1. SDK/J starting logo screen does not change. 2. Vulnerability to the re-negotiation of SSL/TLS. 3. Multi installation to HDD fails for VM card Type-C applications. 4. Other minor bug corrections. Other changes: 1. Kerberos certification corresponding to RC4-HMAC code form. 2. VM card Type-C application remote installation. 3. Support for eDC-i1.2.
7.15.04	Initial release

Reissued:19-Jun-12

Model: OR-C1	Date: 30-Nov-11	No.: RD120029a
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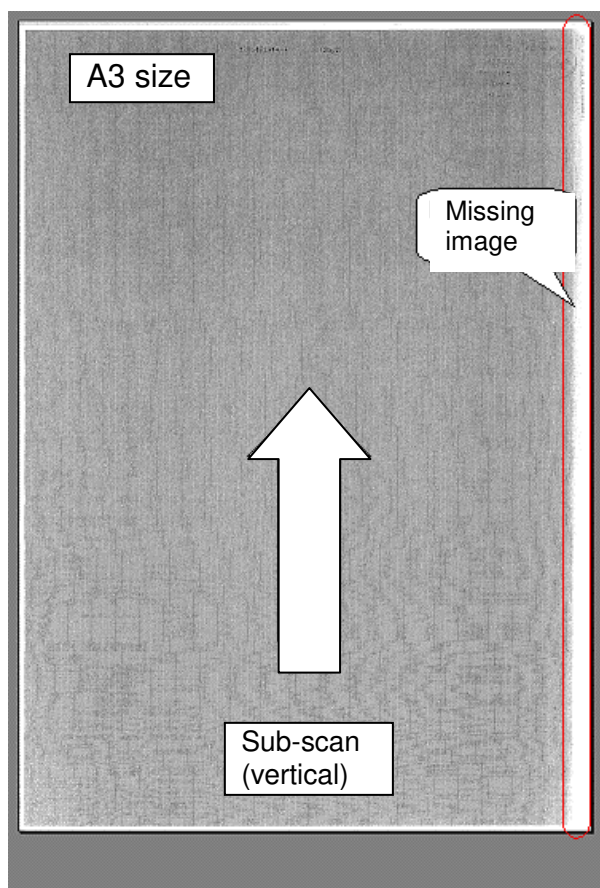
RTB Reissue

The areas in ***bold italics*** were added.

Subject: Image missing on right side		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

Part of the image is missing on the right side along the sub-scan direction, as shown in the photo below.



CAUSE

The positional relationship between the laser unit and PCU can sometimes block the beam emitted from the diode.

Specifically,

- The laser unit is tilted downward on its right side, blocking the beam, or:
- The physical position of the PCU exaggerates the tilt of the laser unit, blocking the beam

Reissued:19-Jun-12

Model: OR-C1	Date: 30-Nov-11	No.: RD120029a
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SOLUTION

Production line:

The tapping screw was changed to a new type.

Note:

- **This change will be applied from: (Cut-in S/N: TBA)**
- **As a temporary solution, the attachment position of the laser unit will be adjusted before the new screws are used (the "Procedure" shown below will be performed).**

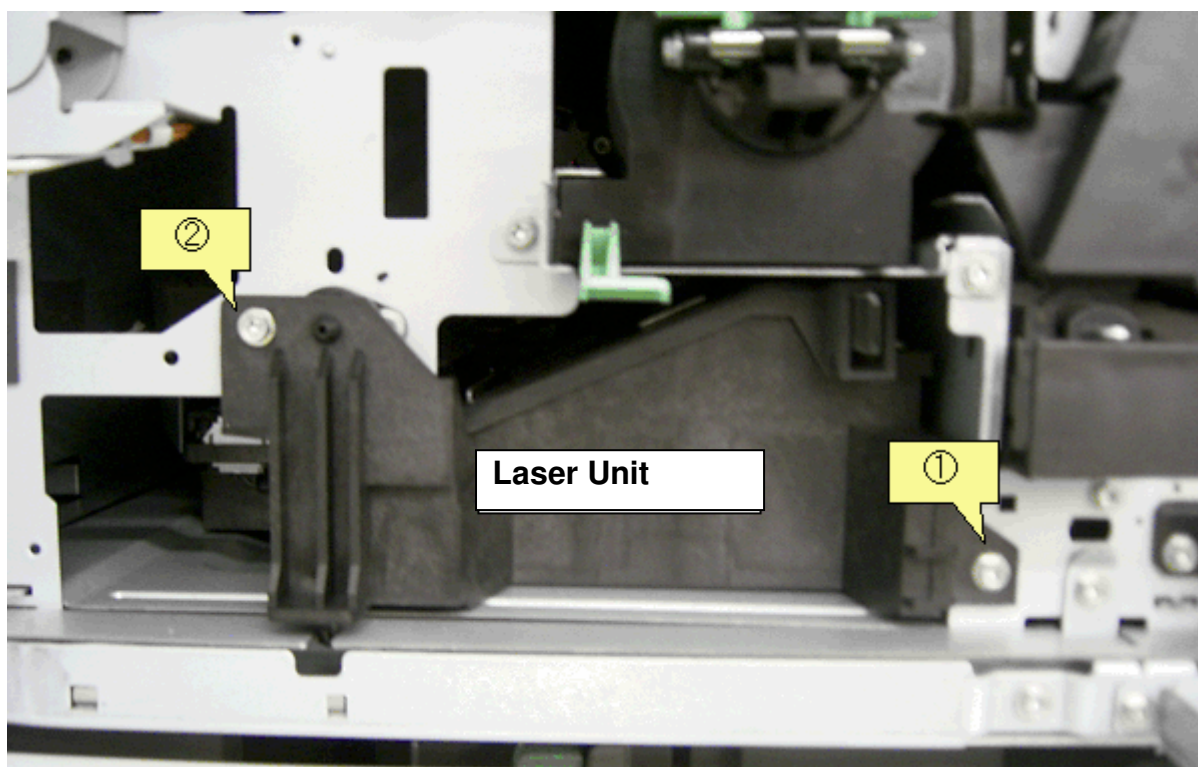
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
04513008N	08025312	TAPPING SCREW:WASHER:3X10	2-2	X/O	33	101	

In the Field:

If the symptom occurs, or whenever you replace the laser unit or PCU **on a machine produced before the Cut-in S/N**, adjust the attachment position of the laser unit as follows.

Procedure:

- 1) Open the duplex unit.
- 2) Remove the upper front cover (screw x 1, hook x 1).
- 3) Remove the front cover (pin x 2).
- 4) Remove the front inner cover (screw x 5).
- 5) Loosen the two screws ("(1)" and "(2)" in the photo) that fix the laser unit in place.
Important: If you are replacing the laser unit, remove these screws and then attach the new unit.
- 6) Lift up the **right** side of the laser unit as far as it will go, and hold the unit there while you tighten **screw (1)**.
- 7) Tighten screw (2) on the left side of the unit.
- 8) Reattach the front inner cover, front cover, and upper front cover, and then close the duplex unit.
- 9) Check the image quality and make sure the symptom does not occur.



Reissued: 12-Apr-12

Model: OR-C1	Date: 07-Dec-11	No.: RD120030a
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Java VM v7 std UpdateTool		Prepared by: H.Tamaki	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Java VM v7 std UpdateTool**.

Version	Program No.	Effective Date	Availability of RFU
7.17.04	<i>D1205566C_upd</i>	<i>February 2012 production</i>	<i>Not available</i>
7.16.07	D1205566B_upd	November 2011 production	Not available
-	-	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
7.17.04	<i>Other changes:</i> <i>1. A software button was added to the Copier screen, which can be assigned to specific SDK applications.</i> <i>Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.</i> <i>2. Software Keyboard type was changed for Taiwan model.</i>
7.16.07	Symptom corrected: 1. SDK/J starting logo screen does not change. 2. Vulnerability to the re-negotiation of SSL/TLS. 3. Multi installation to HDD fails for VM card Type-C applications. 4. Other minor bug corrections. Other changes: 1. Kerberos certification corresponding to RC4-HMAC code form. 2. VM card Type-C application remote installation. 3. Support for eDC-i1.2.
-	1st Mass production

Reissued: 12-Apr-12

Model: OR-C1	Date: 07-Dec-11	No.: RD120031a
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Java VM v7 UpdateTool		Prepared by: H.Tamaki	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Java VM v7 UpdateTool**.

Version	Program No.	Effective Date	Availability of RFU
7.17.04	<i>D1205565C_upd</i>	<i>February 2012 production</i>	<i>Not available</i>
7.16.07	D1205565B_upd	November 2011 production	Not available
-	-	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
7.17.04	<i>Other changes:</i> <i>1. A software button was added to the Copier screen, which can be assigned to specific SDK applications.</i> <i>Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.</i> <i>2. Software Keyboard type was changed for Taiwan model.</i>
7.16.07	Symptom corrected: 1. SDK/J starting logo screen does not change. 2. Vulnerability to the re-negotiation of SSL/TLS. 3. Multi installation to HDD fails for VM card Type-C applications. 4. Other minor bug corrections. Other changes: 1. Kerberos certification corresponding to RC4-HMAC code form. 2. VM card Type-C application remote installation. 3. Support for eDC-i1.2.
-	1st Mass production

Model: OR-C1		Date: 12-Dec-11	No.: RD120032
Subject: Service Manual Correction		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Service Manual Correction

The areas ~~crossed-out~~ were deleted.

D120/D121/D122/D139 /D140/D141 Service Manual

“5. System Maintenance: LED and DIP Switches”

~~BCU~~

~~SW102~~

Destination	Bit			
	1	2	3	4
Japan	OFF	OFF	OFF	OFF
NA	ON	OFF	OFF	OFF
EU/ASIA	OFF	ON	OFF	OFF

Reissued:08-Aug-12

Model: OR-C1	Date: 16-Dec-11	No.: RD120033a
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RTB Reissue

The areas in ***bold italics*** were added.

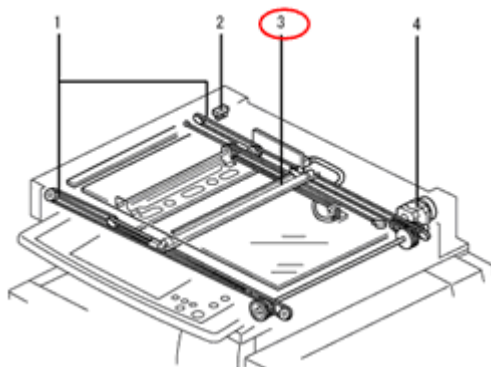
Subject: SC120/121		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

SC120 or SC121 occurs when making a copy of a thick, heavy book or similar object using the exposure glass.

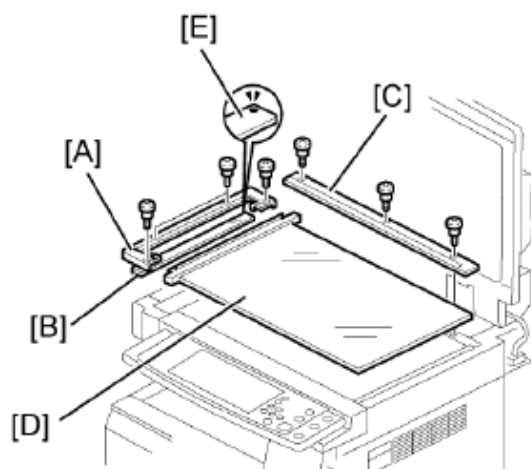
CAUSE

The scanner carriage, circled in red below, touches the front frame when the user pushes down on the original.



SOLUTION

- 1) Advise users not to push down on the original when making copies using the exposure glass.
- 2) If the SC still occurs, remove the **center** rubber cushion from the exposure glass (see details below).

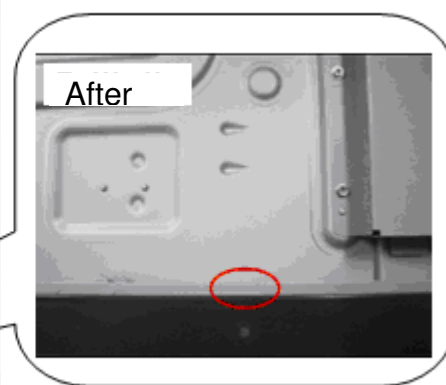
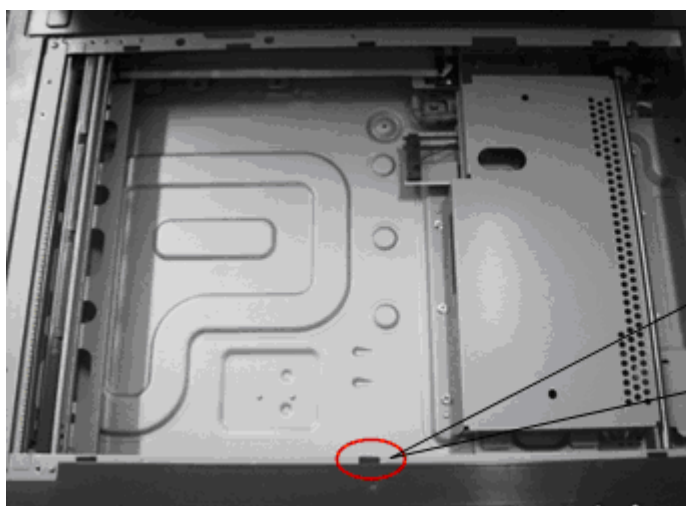
Reissued:08-Aug-12
Model: OR-C1
Date: 16-Dec-11
No.: RD120033a
Procedure:


1. Remove the glass cover [A] (screw x 4).
2. Remove the ARDF exposure glass [B].
3. Remove the rear scale (screw x3).
4. Replace the exposure glass together with the left scale [D].
5. Remove the rubber cushion at the **center** of the operation panel.

Note:

You can remove this cushion by hand.

There are six cushions around the exposure glass, but you only need to remove the one **center** cushion.



6. Reattach all the parts that you removed in the steps above.

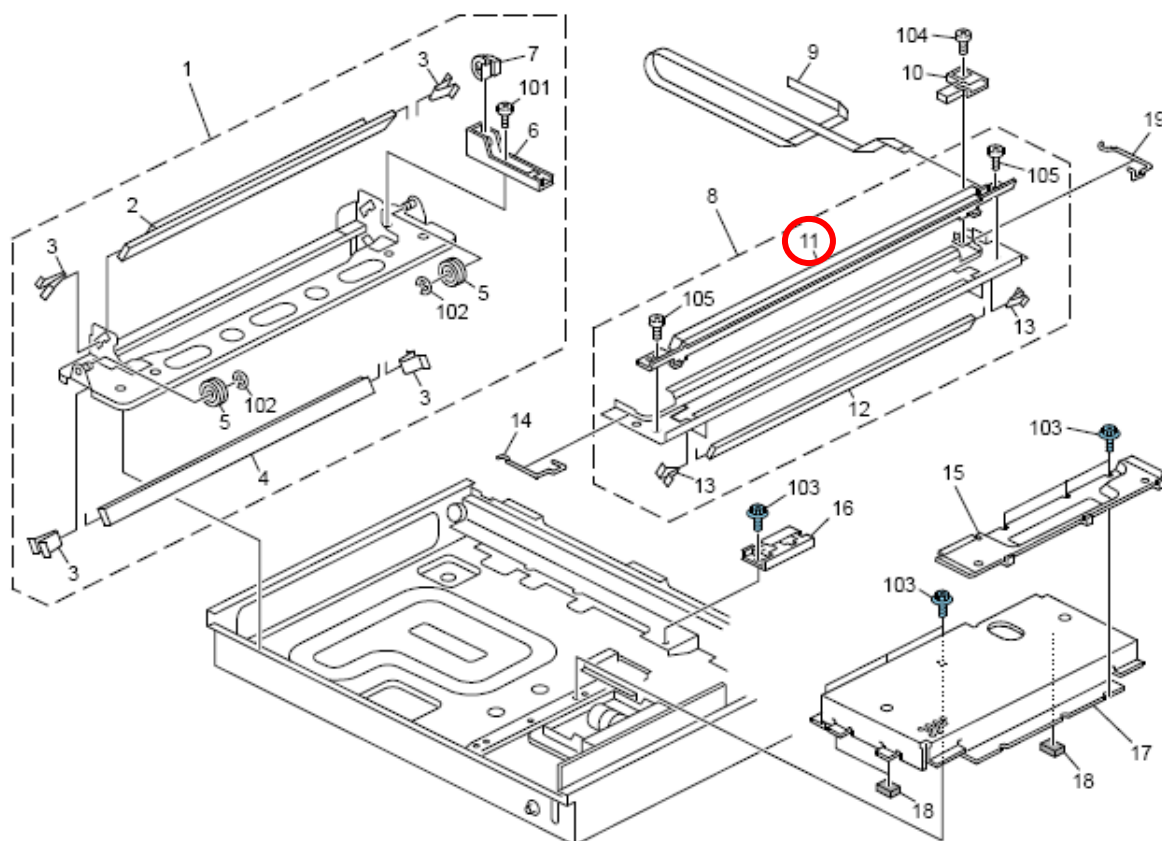
Reissued:08-Aug-12

Model: OR-C1	Date: 16-Dec-11	No.: RD120033a
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3) If the SC still occurs, replace the LED assembly with the following new part:

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D1201732	D1201734	ILLUMINATION UNIT:LED:ASS'Y	1-1	X/O	19	11	

6.Scanner Section2 (D120/D121/D122/D139/D140/D141)



Model: Orval-C1		Date: 10-Jan-12	No.: RD120034
Subject: Parts Catalog for CHN/TWN		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Please apply the following change for CHN/TWN models to your Parts Catalogs.

CHN:

Part number	Description	Q'ty	Page	Index	Note
D1201476	PCB:LCDC:CHN:FT:ASS'Y	1	15	9	

TWN:

Part number	Description	Q'ty	Page	Index	Note
D1204003	FUSING UNIT:TWN:ASS'Y	1	41	*	
AX440357	HEATER:110V:SUB:TWN	1	41	9	
AX440356	HEATER:110V:MAIN:TWN	1	41	10	

Model: OR-C1		Date: 10-Jan-12	No.: RD120035
Subject: Parts Catalog Correction		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Please apply the following change to your Parts Catalogs.

Incorrect part number	Correct part number	Description	Q'ty	Int	Page	Index	Note
D1204653	D1204664	Arm:Pressure Release:Duplex:Rear			51	15	
D1204664	D1204653	Arm:Pressure Release:Duplex:Front			51	16	
D1205710	D1295710	PCB:SATIE2			73	7	

Model: OR-C1		Date: 07-Mar-12	No.: RD120038
Subject: SC899 with FAX option		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

The following may occur when the machine recovers from Sleep mode:

- SC899 (Fax option installed with HDD)
- The Fax function key does not work, and the Fax button does not appear on the User Tools display (Fax option installed without HDD)

CAUSE

When the machine recovers from Sleep mode, the CPU of the FCU comes on-line quicker than expected, causing the FCU to stall. As a result, the controller cannot detect the FCU.

SOLUTION

Install the following firmware version or newer.

GWFCU3.5-1 (WW)

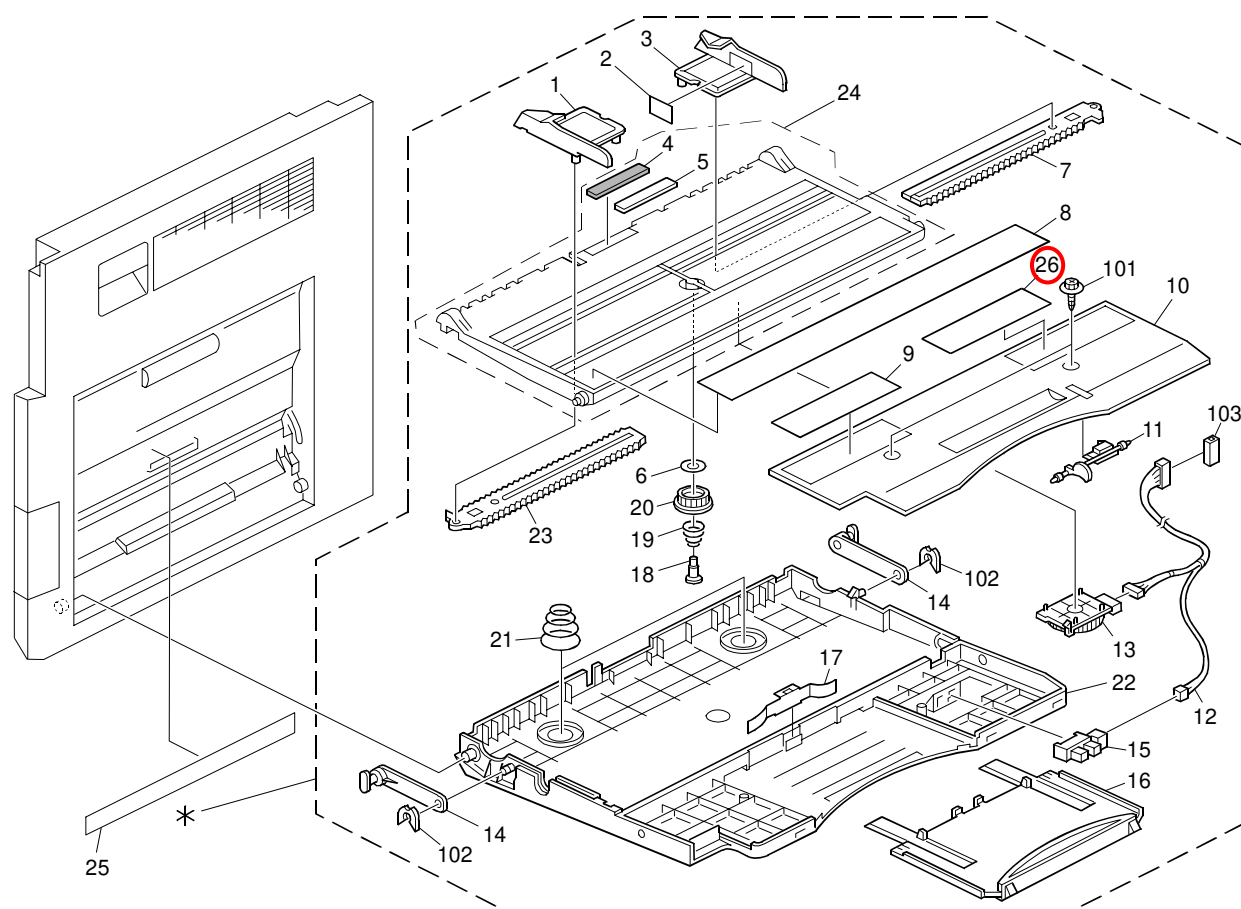
Version	Program No.
03.00.00	D1205537C

Model: OR-C1		Date: 12-Apr-12	No.: RD120039
Subject: Decal on Bypass Tray		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	D1202633	DECAL:MANUAL FEED:EXTENSION TRAY	0-1		31	26	

Change: A decal was added that urges the operator to extend the tray extension when feeding A3 sheets from the bypass tray.

Reason: To ensure that bypass jams do not occur when A3 sheets are fed from the bypass tray. (This can happen if the operator does not extend the extension tray, since the machine cannot detect the paper size correctly).



Model: OR-C1		Date: 16-Apr-12	No.: RD120040
Subject: SC900 after NVRAM(D1209590) replacement		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

SC900 (Electrical total counter error) occurs if a Copy job is performed after the NVRAM is replaced with #P/N D1209590.

CAUSE

Some of the initial data that is normally programmed in the NVRAM was missing.

SOLUTION

When you replace the NVRAM, install NVRAM #P/N: D1209591.

Model: OR-C1		Date: 23-Apr-12	No.: RD120041
Subject: FSM Correction for Fan SCs		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Service Manual Correction

The following SC descriptions were corrected.

Areas **in bold** were added, and those ~~crossed out~~ were deleted.

Appendices

3. Appendix: Service Call Condition

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
530	D	Ventilation fan: front error Fusing exhaust fan motor error Note: This fan is located on the left side of the machine, next to the PSU.
531	D	Ventilation fan: rear error Duplex fan motor error Note: This fan is located on the front of the machine, near the fusing unit.
		The motor lock signal error is detected for 10 seconds after the motor lock signal was first detected. The machine does not detect the motor lock signal for 10 seconds while the motor is running.
		<ul style="list-style-type: none"> ● Defective ventilation fan: front or rear ● Disconnected or defective harness ● Defective DRB ● Defective BCU ● An obstruction has blocked operation of the main motor ● Main motor harness loosen or broken

Model: OR-C1

Date: 23-Apr-12

No.: RD120041

		1. Check or replace the harness. 2. Replace the ventilation fan: front (SC530) or rear(SC531). 3. Replace the DRB. 4. Replace the BCU. 1. Turn the main power switch OFF and then ON again. 2. Replace the fan.
--	--	--

No.	Type	Details(Symptom, Possible Cause, Troubleshooting Procedures)
532	D	Laser unit fan error CTL fan motor error The motor lock signal error is detected for 10 seconds after the motor lock signal was first detected. The machine does not detect the motor lock signal for 10 seconds while the motor is running.
		<ul style="list-style-type: none"> Defective laser unit fan Disconnected or defective harness Defective drive board Defective BCU An obstruction has blocked operation of the main motor. Main motor harness loosen or broken
		1. Replace the laser unit fan. 2. Check the harness of the laser unit fan 3. Replace the harness of the laser unit fan 4. Replace the drive board. 5. Replace the BCU. 1. Turn the main power switch OFF and then ON again. 2. Replace the fan.

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
590	D	Exhaust fan motor error The CPU detects an exhaust fan lock signal consecutively 200 ms.
		<ul style="list-style-type: none"> Peer Connection of the exhaust fan motor Too much load on the motor drive

Model: OR-C1

Date: 23-Apr-12

No.: RD120041

- | | | |
|--|--|--|
| | | <ol style="list-style-type: none">1. Check the connection of the exhaust fan motor.2. Check for blockages in the motor drive mechanism. |
|--|--|--|

Model: OR-C1		Date: 24-May-12	No.: RD120042
Subject: FSM Correction for SC990 (Note)		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Service Manual Correction

The following SC descriptions were corrected.

Areas **in bold** were added, and those ~~crossed out~~ were deleted.

Appendices

3. Appendix: Service Call Conditions

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
990	B	Software performance error
		The software attempted to perform an unexpected operation due to: 1) software bug, 2) incorrect internal parameter, 3) insufficient working memory.
		<ul style="list-style-type: none"> Defective software Defective controller Software error

Model: OR-C1

Date: 24-May-12

No.: RD120042

- Turn the machine power off/on
- Reinstall the controller and/or main firmware

~~**Note:** When this SC occurs, the file name, address, and data will be stored in NVRAM. This information can be checked by using SP7-403. Note the above data and the situation in which this SC occurs. Then report the data and conditions to your technical control center.~~

Note: If a problem always occurs in a specific condition (for example, printer driver setting, image file), the problem may be caused by a software error. (The SC history can be checked by SP7-403.) In this case, the following data and information needs to be sent back to your product specialist. Please understand that it may take some time to get a reply on how to solve the problem, because in some cases the design staff in Japan must analyze the data.

- Symptom / Possible Causes / Action taken
- Summary sheet (SP mode "Printer SP", SP1-004 [Print Summary])
- SMC - All (SP5-990-001)
- Printer driver settings used when the problem occurs
- All data displayed on the screen (SC code, error code, and program address where the problem is logged.)
- Image file which causes the problem, if possible.

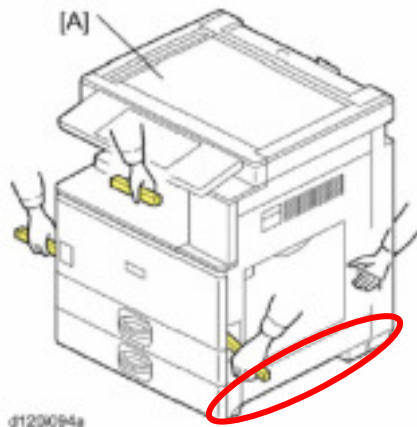
Model: OR-C1		Date: 29-May-12	No.: RD120043
Subject: Jam at Vertical Transport		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

A jam occurs (SP7504-12 is counted up) when paper is fed from the optional paper tray.

CAUSE

The person installing the machine carries it by the bottom right section of the frame (circled in red below), instead of using the correct holding positions. As a result, the right vertical transport guide is damaged, and the paper cannot be fed correctly.



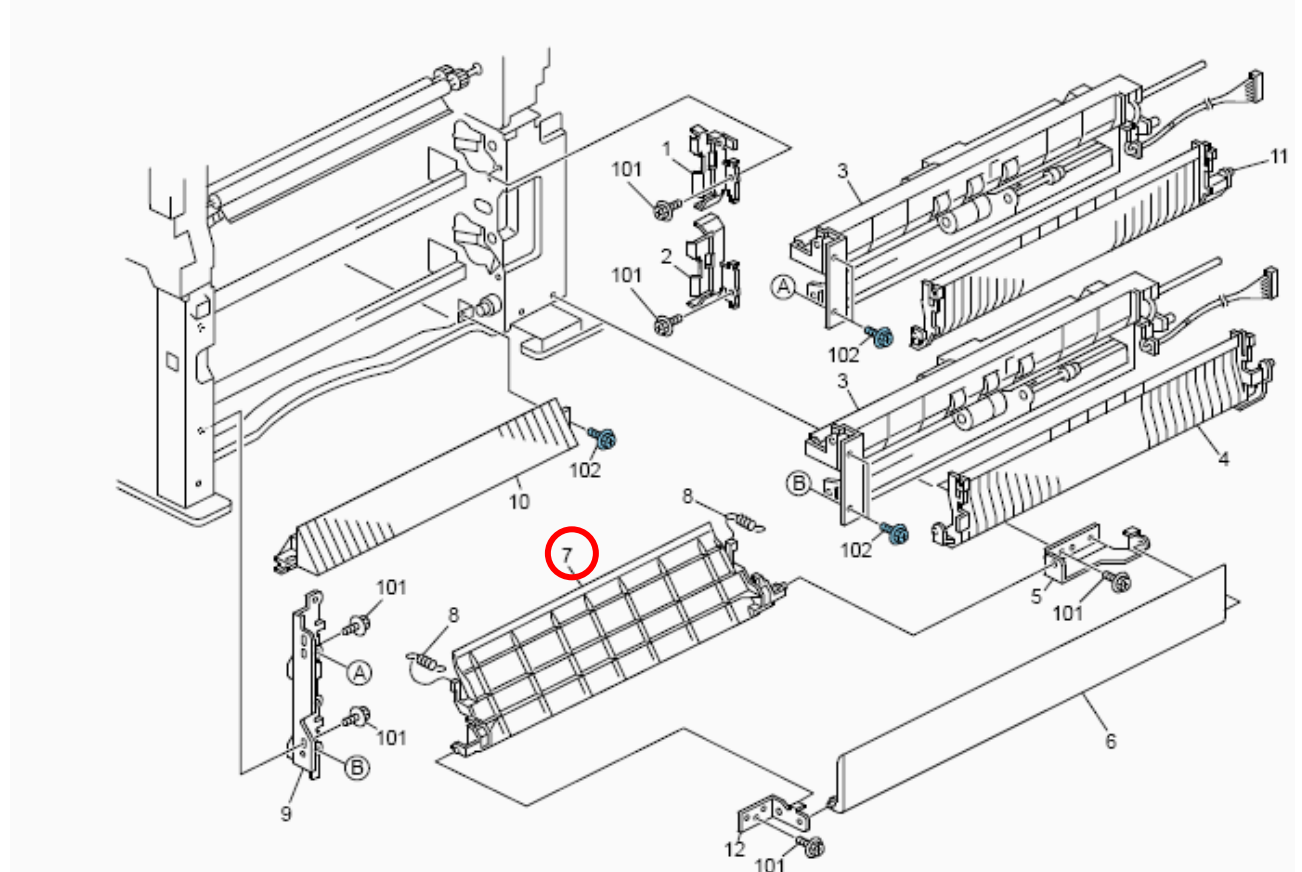
Model: OR-C1

Date: 29-May-12

No.: RD120043

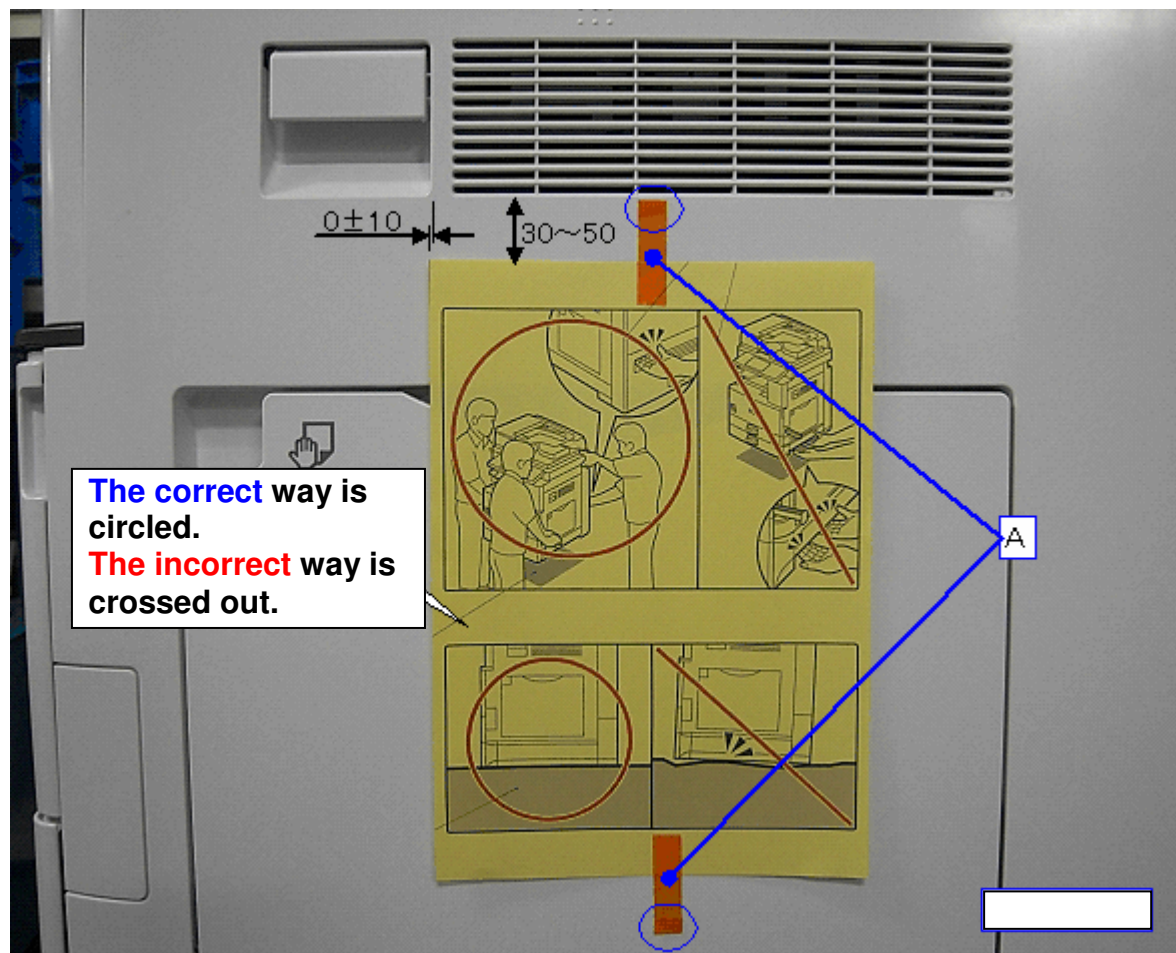
Part number	Description	Q'ty	Page	Index
D1202962	GUIDE PLATE:VERTICAL TRANSPORT:RIGHT	1	25	7

9.Paper Feed Section 1 (D120/D121/D122/D139/D140/D141)



SOLUTION

An instructional sheet will be taped to the right side of the machine, as shown in the photo below. Make sure all installers are aware of the correct way to carry the machine.



Model: OR-C1		Date: 22-Jun-12	No.: RD120044
Subject: FSM Correction for SC230, 231		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Service Manual Correction

The following SC descriptions were corrected.

Areas **in bold** were added, and those ~~crossed out~~ were deleted.

Appendices

3. Appendix: Service Call Conditions

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
230	D	FGATE ON error
		The FGATE signal did not assert within the prescribed time. (The BCU generates the FGATE signal and sends it to the LD unit when the registration sensor switches on.)
231	D	FGATE OFF error
		The FGATE signal did not go off within the prescribed time. (The BCU generates the FGATE signal and sends it to the LD unit when the registration sensor switches on.)
		<ul style="list-style-type: none"> • BCU IPU, Controller board harness loosen or broken • BCU IPU defective • Controller board defective
		<ol style="list-style-type: none"> 1. Turn the main switch off and on. 2. Check the connection between the controller board and the BCU IPU. 3. Replace the BCU IPU. 4. Replace the controller board.

Model: OR-C1		Date: 29-Jun-12	No.: RD120045
Subject: FSM Correction for Positioning Pin -Laser Unit		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Service Manual Correction

The following descriptions were corrected.

Areas **in bold** were added, and those ~~crossed-out~~ were deleted.

4. Replacement and Adjustment

Special Tools and Lubricants

Special Tools



No.	Part No.	Description	Q'ty	Availability
1	A1849501	Scanner Positioning Pin (2pcs/set)	1	Common - D086/D087/ D088/D089
2	A2929500	Test Chart - S5S (10pcs/set)	1	Common - General
3	A2309003	Adjustment Cam – Laser Unit	1	Common -D017/D018/ D019/D020/D084/D085
4	A2309002 A2679002	Positioning Pin – Laser Unit	1	Common -D017/D018/ D019/D020/D084/D085
5	B6455010	SC - Card	1	Common - General
6	G0219350	Loop-back Connector	1	Common -D017/D018/ D019/D020/D084/D085

Model: OR-C1

Date: 29-Jun-12

No.: RD120045

Copy Adjustments: Printing/Scanning
Printing
Parallelogram Image Adjustment

1. Check whether the trimming area pattern (SP2-109, No14) is printed as a parallelogram, as shown. If it is, do the following.
2. Remove the laser unit [A] ( p.205 "Laser Unit").
3. Remove the bracket [B] ( x2).
4. Install the adjustment cam [C] (P/N: A2309003).
5. Secure the adjustment bracket [D] (P/N: ~~A1849501~~ **A2679002**) using the screw which was used for bracket [B]. However, do not tighten the screws at this time.
6. Adjust the laser unit position by turning the adjusting cam. (Refer to the above illustration for the relationship between the image and the cam rotation direction.)
7. Tighten the adjustment bracket.
8. Print the trimming area pattern to check the image. If it is still unsatisfactory, repeat steps 4 to 8.

Model: OR-C1		Date: 02-Jul-12	No.: RD120046
Subject: FSM Correction for SC547		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Service Manual Correction

The areas **in bold** were added, and those ~~crossed out~~ were deleted.

Appendices

3. Appendix: Service Call Conditions

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
547	D	The zero cross signal is detected for 0.05 seconds three times even though the heater relay is off when turning on the main power.
		The zero cross signal is not detected for 2 seconds even though the heater relay is on after turning on the main power or closing the front door.
		<ul style="list-style-type: none"> Defective PSU (fusing lamp relay) Defective PSU (fusing lamp relay drive circuit) Unstable power supply
		1. Replace the fusing lamp relay. Replace the PSU. 2. Check the power supply source.

Reissued: 8-Nov-12

Model: OR-C1	Date: 10-Jul-12	No.: RD120047b
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RTB Reissue

The items in ***bold italics*** have been corrected.

Subject: ARDF JAM with Thin Paper		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

A feed jam may occur over the ARDF exposure glass when feeding thin paper types through the ADRF (DF3060).

CAUSE

In some cases, the shape of the DF bracket causes the clearance between the DF exposure glass and DF itself to decrease. As a result, it is easier for thin paper types (those with low stiffness) to jam.

SOLUTION

Replace the document feeder bracket with the following service part:

Part number	Description	Q'ty	Page	Index	Note
B2381803	DOCUMENT FEEDER BRACKET	1	17	3	

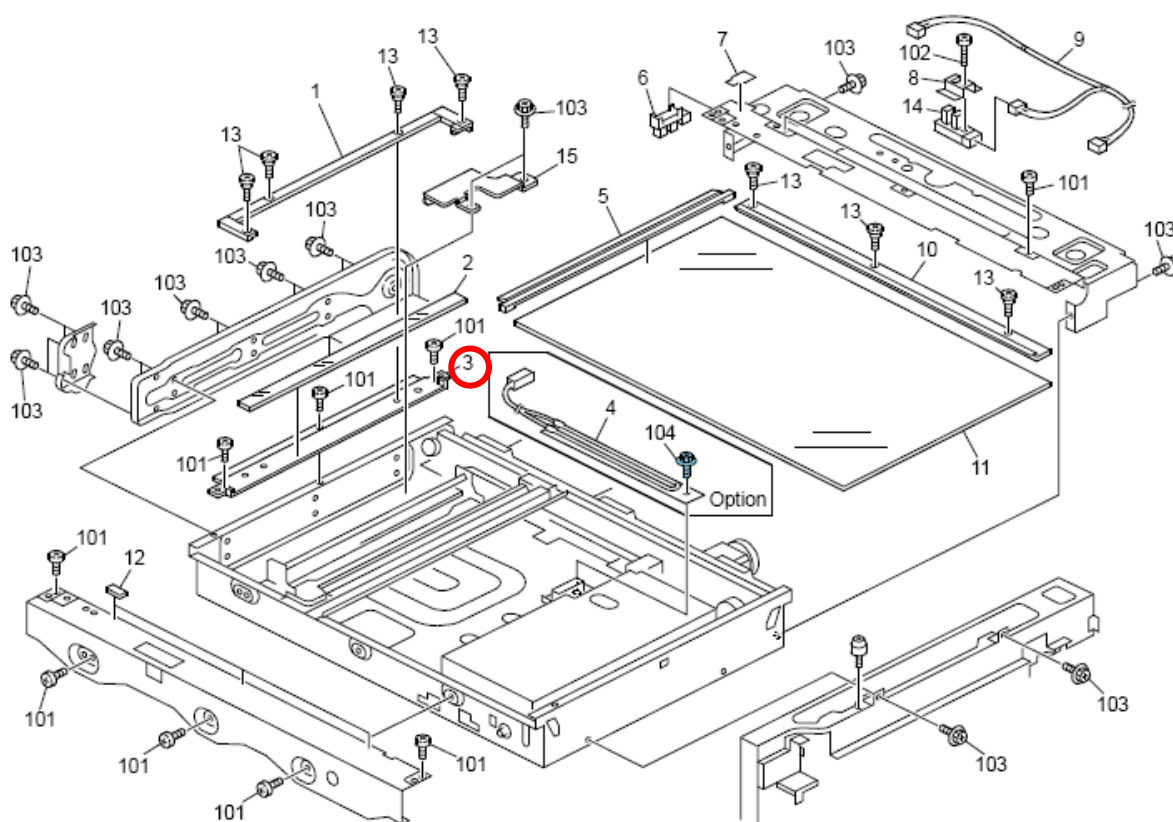
Note: This symptom does not occur with the service parts DF bracket shown above. It only occurs with the bracket installed in the machine at the factory.

Reissued: 8-Nov-12

Model: OR-C1

Date: 10-Jul-12

No.: RD120047b

5.Scanner Section1 (D120/D121/D122/D139/D140/D141)**Affected Serial Numbers****NA:**23cpm Model: W412L300601~**W412L900283**28cpm Model: W422L300559~**W422L900477**33cpm Model: W432L300009~**W432L900239****EU:**

23cpm Model: W662K300016~ W662K500901

28cpm Model: W672K200789~ W672K600020

33cpm Model: W682K200947~ W682K500071

AA:

23cpm Model: W662H100001~ W662H500335

28cpm Model: W672H100001~ W672H600127

33cpm Model: W682H100001~ W682H600045

Reissued: 8-Nov-12

Model: OR-C1	Date: 10-Jul-12	No.: RD120047b
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TWN:

23cpm Model: W662H100278~W662H600296

28cpm Model: W672H100167~W672H600010

33cpm Model: W682H100270~W682H600171

CHN:

None

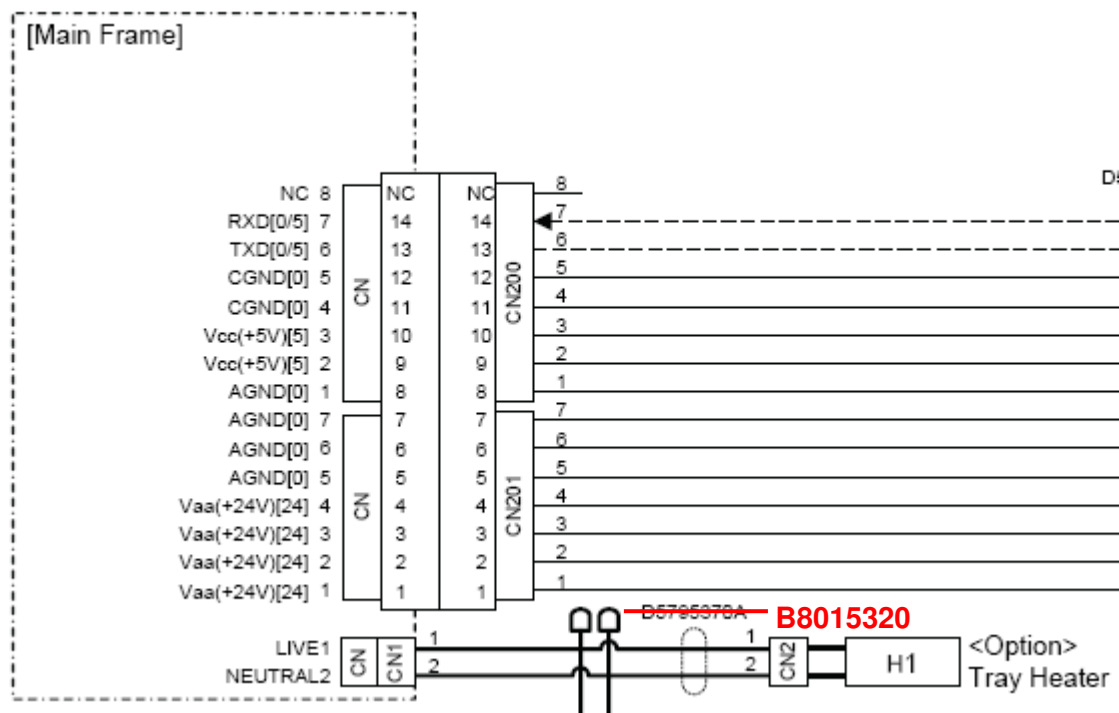
Model: Orval-C1		Date: 07-Aug-12	No.: RD120048
Subject: P to P Revision (Harness for Tray Heater)		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

P-to-P Revision

The following corrections were made.

D579 (PB3120 Paper Feed Unit) Point To Point Diagram (8/29)

Incorrect P/N	Correct P/N	Name	Page
D5795370	B8015320	HARNESS - HEATER	8/29



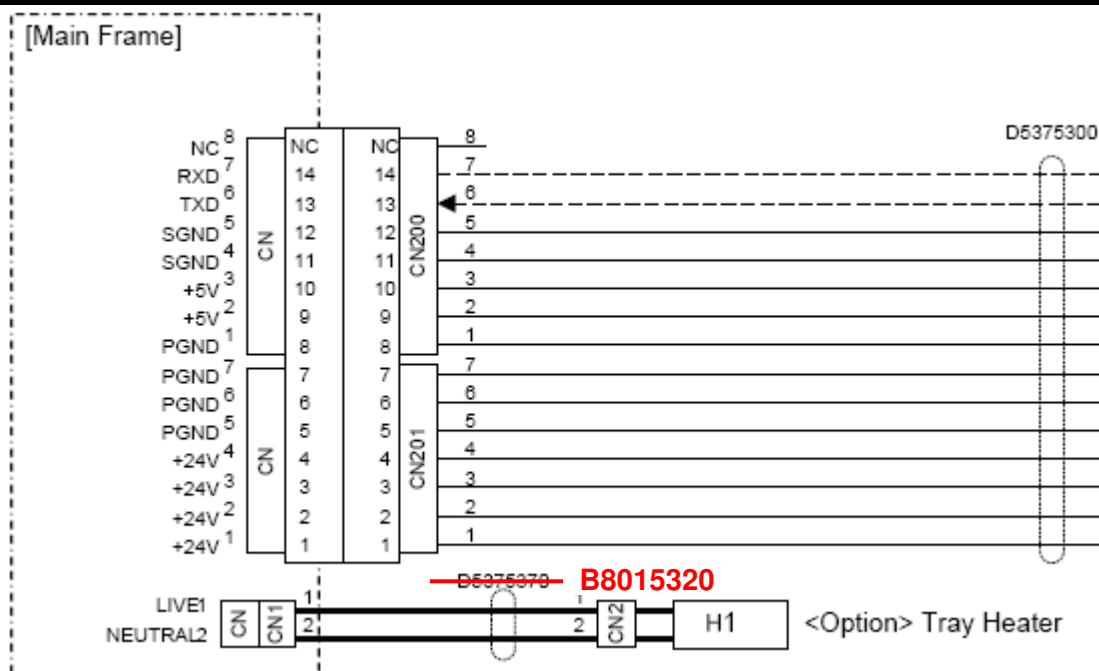
D580 (PB3130 Paper Feed Unit) Point To Point Diagram (10/29)

Incorrect P/N	Correct P/N	Name	Page
D5375370	B8015320	HARNESS - HEATER	10/29

Model: Orval-C1

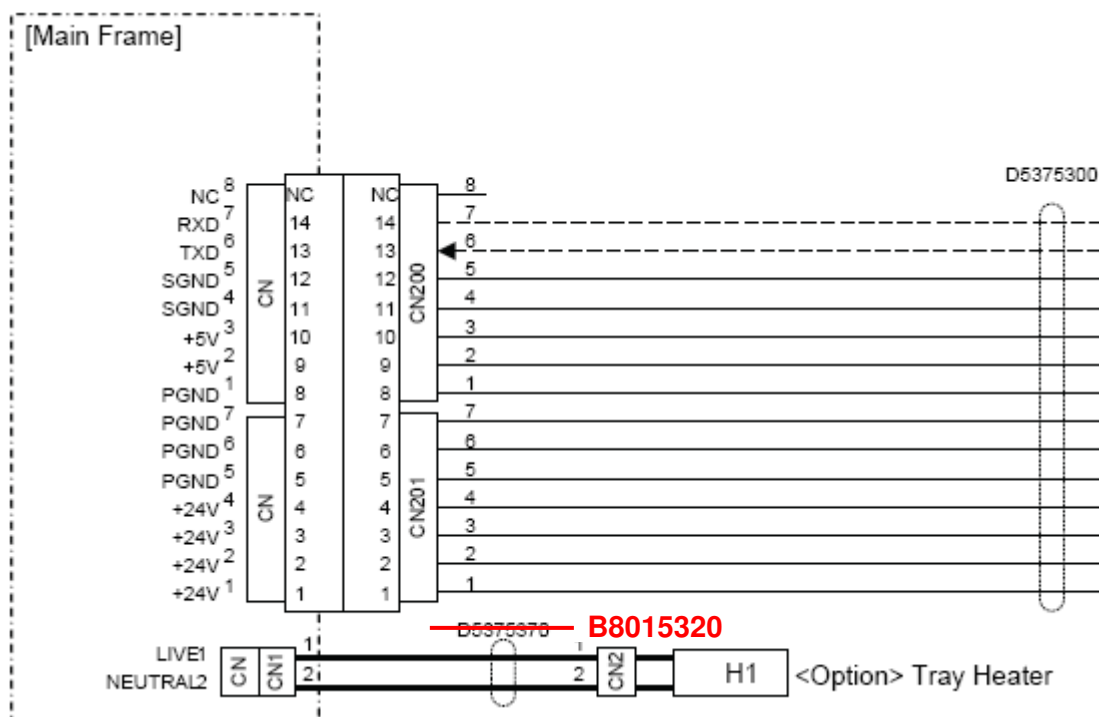
Date: 07-Aug-12

No.: RD120048



D581 (PB3140 Paper Feed Unit) Point To Point Diagram (12/29)

Incorrect P/N	Correct P/N	Name	Page
D5375370	B8015320	HARNESS - HEATER	12/29



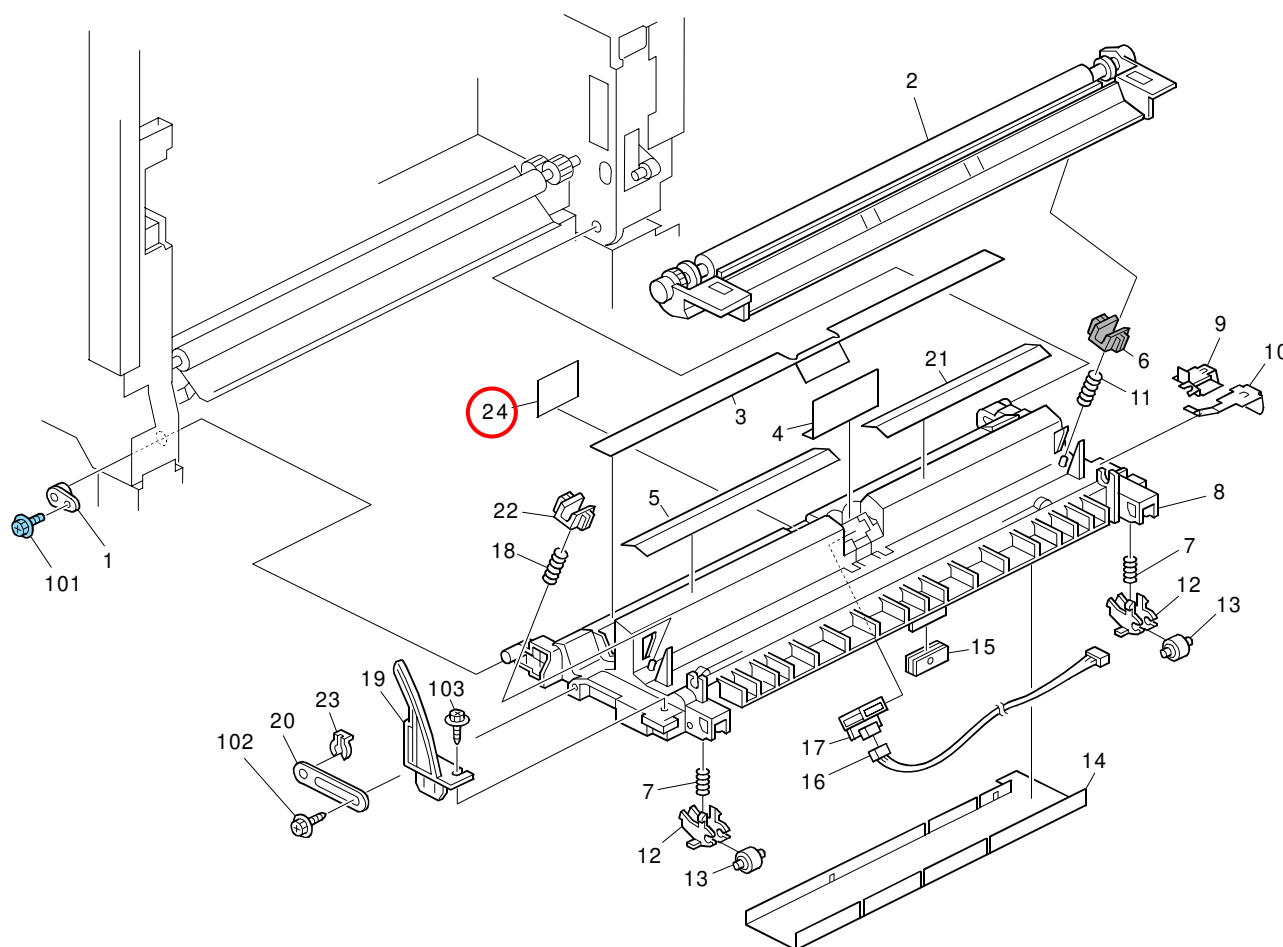
Model: OR-C1		Date: 08-Aug-12	No.: RD120049
Subject: Parts Catalog Correction (Mylar at Transfer Unit)		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	D1202851	SHEET:REGISTRATION SENSOR:OPPOSED	0-1		39	24	

Change: A Mylar was added to the cover of the transfer unit.

Reason: To further improve registration detection.

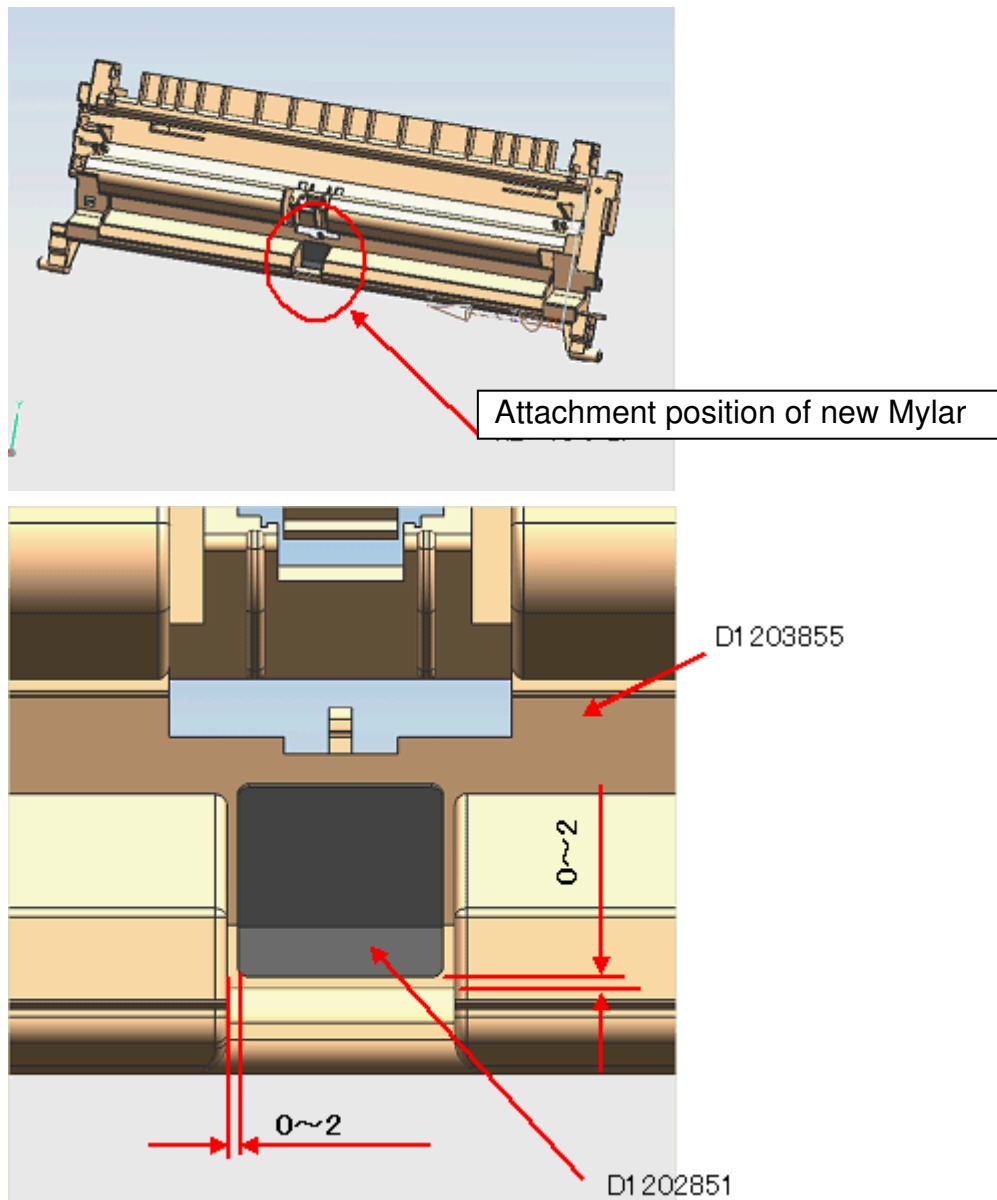
See page 2 for diagrams showing the attachment position.



Model: OR-C1

Date: 08-Aug-12

No.: RD120049



Model: OR-C1		Date: 23-Aug-12	No.: RD120050
Subject: Parts Catalog Correction (Fax communication decal)		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Part number	Description	Q'ty	Int	Page	Index	Note
D1201565	SHEET:DATA:DISPLAY:TWN	1	-	15	40	

Change: The fax communication decal for the Taiwan market was added.

Reason: This part was missing from the Parts Catalog.

Model: OR-C1		Date: 19-Sep-12	No.: RD120051
Subject: Parts Catalog Correction (Scanner - Photointerruptor)		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Please apply the following change to your Parts Catalogs.

Incorrect part number	Correct part number	Description	Q'ty	Int	Page	Index	Note
AW020146	AW020204	PHOTOINTERRUPTOR:LGRC102			17	6	
AW020204	AW020146	PHOTOINTERRUPTOR:FLAT:PICH2MM:M4			17	14	

Model: Or-C1	Date: 21-Sep-12	No.: RD120037
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Subject: CC-CERTIFIED IN JANUARY 2012 Machine		Prepared by: Yuji Urushihara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Important Information on Installing the Or-C1 as a CC-CERTIFIED Machine compliant with IEEE Std. 2600.1TM-2009

Do the following **seven steps** if you want to install the Or-C1 as a **CC-CERTIFIED MACHINE compliant with IEEE Std. 2600.1TM-2009**.

Note: Machines in production are CC-certified beginning in January 2012.

Important: If the customer requests maintenance on the machine, please perform the maintenance without accessing SP mode.

1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 21 - 24.

Important: For installations in the EU market, make sure this is the Ricoh-genuine O/I.

2. Tell the customer to read the "Notes for Administrators: Using this Machine in a Network Environment Compliant with IEEE Std. 2600.1TM-2009".

See the following pages for Steps 3 thru 7.

3. Enable the **HDD Encryption Unit**.

Enabling the Encryption Settings

This must be specified by the machine administrator.

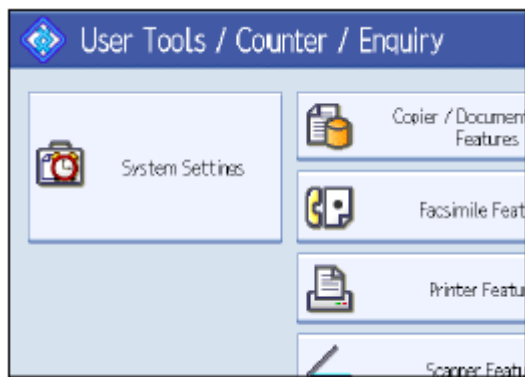
Use the following procedure to enable the encryption settings at initial set up, or after encryption settings have been canceled and settings must be made again.

Important

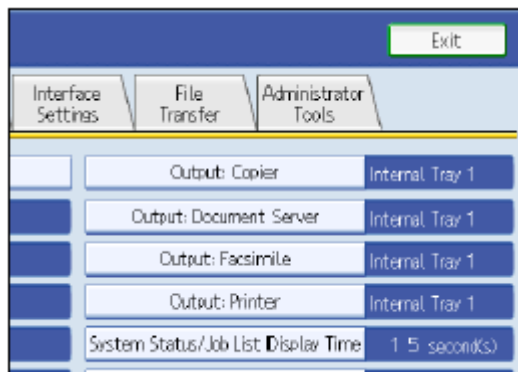
- The encryption key is required for data recovery if the machine malfunctions. Be sure to store the encryption key safely for retrieving backup data.

3.1 Press the [User Tools/Counter] key

3.2 Press [System settings]



3.3 Press [Administrator Tools].



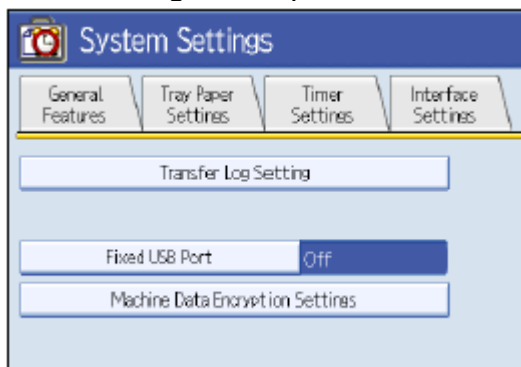
Model: Or-C1

Date: 21-Sep-12

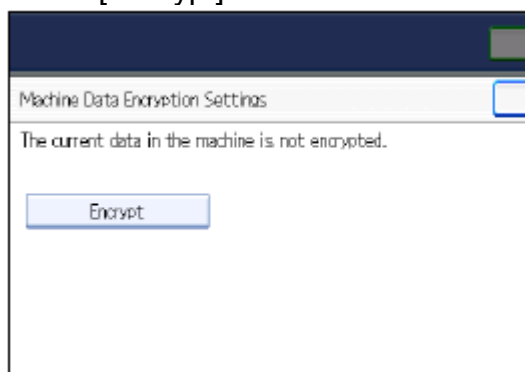
No.: RD120037

3.4 Press [Machine Data Encryption Settings].

If the setting to be specified does not appear, press [next].

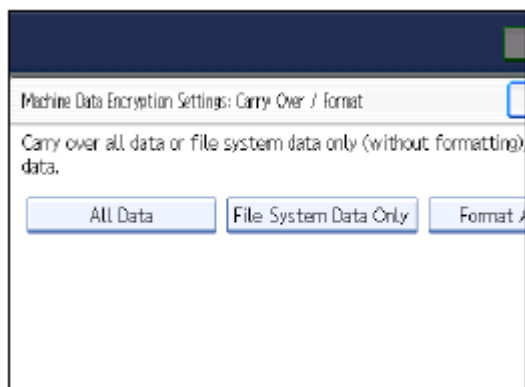


3.5 Press [Encrypt].



3.6 Select the [Format All Data] to reset all of the data.

Note: It takes about five minutes to complete this operation.

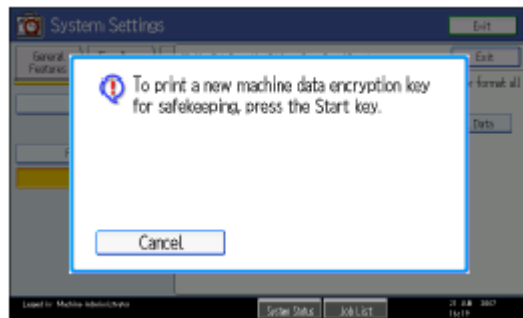


Model: Or-C1

Date: 21-Sep-12

No.: RD120037

3.7 Press the [Start] key.



3.8 Hand the customer the printout of the encryption key.

3.9 Press [OK].

3.10 Press [Exit].

3.11 Press [Exit].

3.12 Press the [User Tools/Counter] key.

3.13 Turn off the power and the main power switch, and then turn the main power switch back on.

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Date: 21-Sep-12

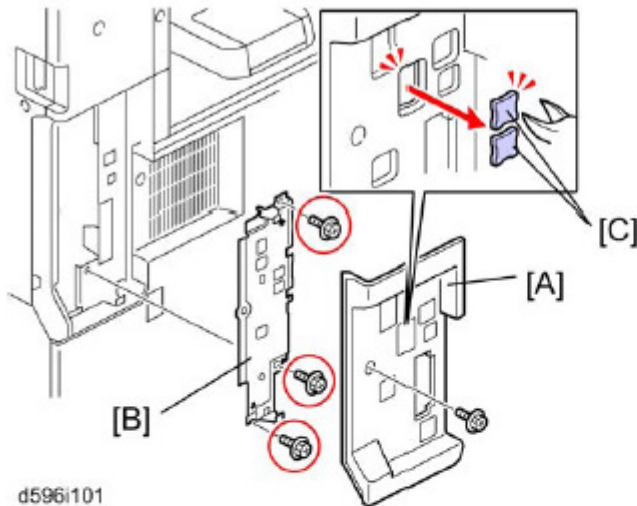
No.: RD120037

4 Install the **FAX Option Type 3352**.

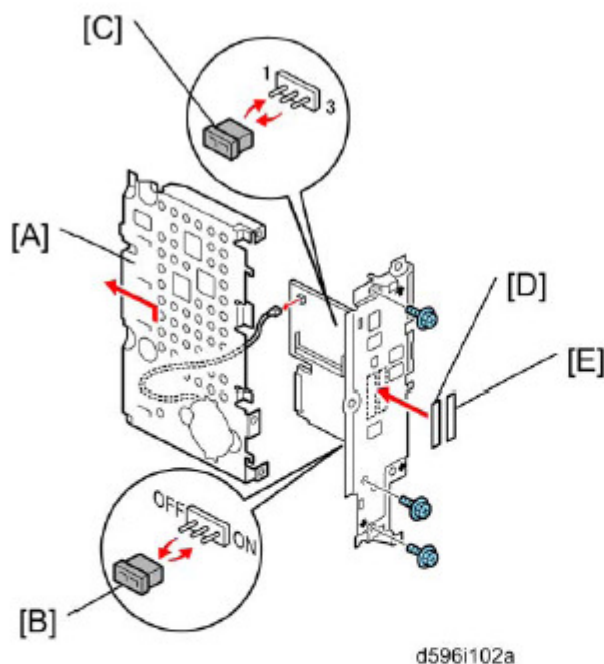
Installation Procedure for FAX Option Type 3352



Before Install the FAX option;

- Print out all data in the printer buffer.
- Turn off the main power switch and disconnect the power cord and the network cable.







1. Remove the controller cover [A] (x1).
2. Remove the left cover plate [B] (x3)
 - Keep these three screws. These will be used in a later step.
3. Remove the knockouts [C].
 - LINE 1 for the Fax Unit
 - If one G3 Unit will be installed, remove the knockout for LINE 1 and LINE 2.
 - If two G3 Units will be installed, remove the knockouts for LINE 1, LINE 2, and LINE 3.



4. Remove the FCU cover [A] ( x 3,  x 1).
5. Move the jumper switch [B] from "OFF" to "ON".

Note

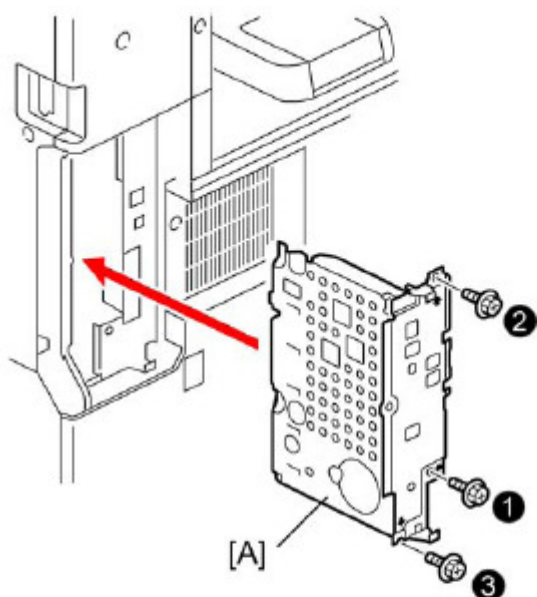
- The machine may issue SC819, SC820 if the jumper switch is not set to "ON" correctly.
(Sometimes these SC codes are not issued.)

6. For installation in Brazil, move the jumper switch (CN613) [C] from "3" to "1".
7. Fill in the serial number on the serial number label [D].
8. Attach the serial number label [D] and FCC label [E] to the face plate of the fax unit.
9. If the 32 MB Memory (option) will be installed, do this now. ( p.13 "Memory Unit (G578)")
10. If one or two G3 interface units (options) will be installed, do this now. ( p.19 "G3 Interface Unit (D596-11/-12)")
11. Reattach the FCU cover ( x 3,  x 1).



Model: Or-C1

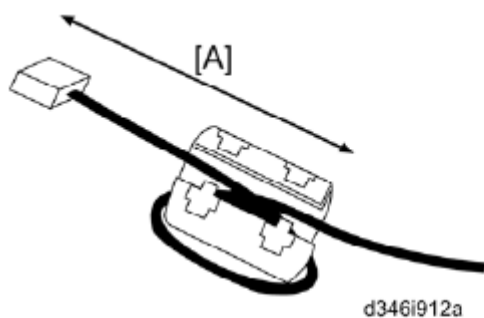
Date: 21-Sep-12

No.: RD120037



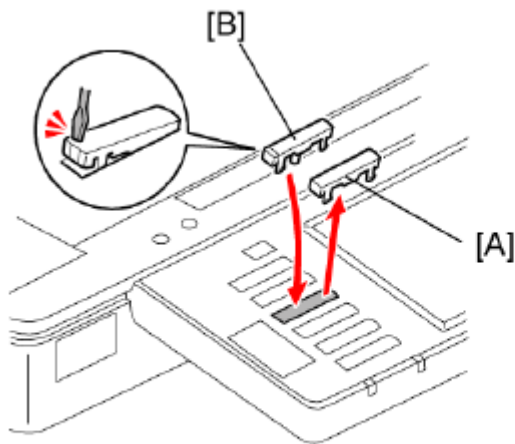
d596i103

12. Slide the fax unit [A] into the machine.
13. Secure screws in the numeric order shown above ( x3).
 - These screws were removed in step 2.
 - Follow the numeric order. Otherwise, a connection error may occur.
14. Reattach the controller cover ( x1).



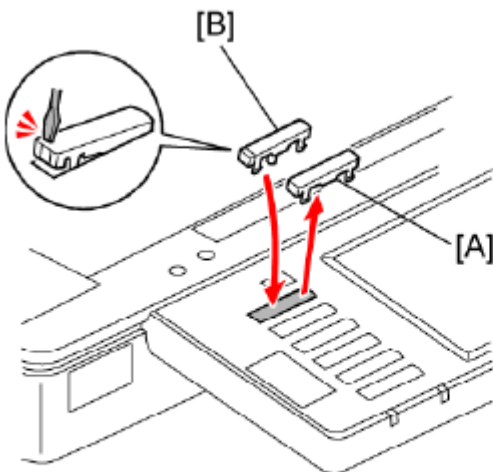
d346i912a

15. Attach the ferrite core to the telephone cord. The end of the ferrite core must be about 6 cm (2.4") [A] from the end of the cable.
16. Connect the telephone cord to the "LINE 1" jack.



d596i104

17. Remove the dummy keytop [A] (3rd from the top) and replace it with a facsimile keytop [B].



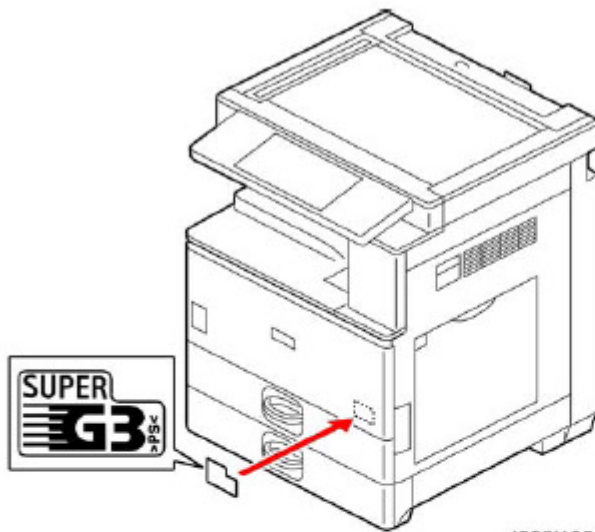
d596i104a

18. Remove the dummy keytop [A] (1st from the top) and replace it with a copy keytop [B].

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d596i105

19. Attach the G3 decal to the front of the machine.
20. Connect the power cord to the machine.
21. Make sure that the plug is grounded properly at the power source.
22. Switch the machine on.

Note

- If you see a message that tells you the SRAM has been formatted (due to a problem with SRAM), cycle the machine off/on to clear the message.

23. Check the clock settings (date and time) with the User Tools.
24. Do SP 3-102 in the fax SP mode and enter the serial number for the fax unit.
25. Enter the correct country code with SP1101-016 (System SW 0F, Country/area code for functional settings).
26. Exit the SP mode, and turn the machine power switch off and on.

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5 Install the Printer/Scanner Unit

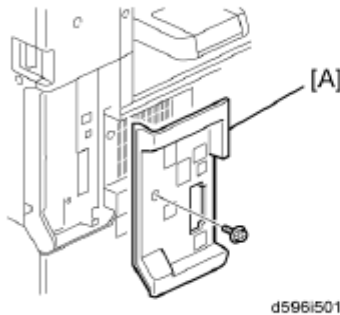
If the customer purchase the Basic model, install the Printer/Scanner Unit Type 3352 or Printer Unit Type 3352 together with Scanner Enhance Option Type 3352.


Note: Printer/Scanner Unit Type 3352 installation procedure includes the procedure of Printer Unit Type 3352.

Installation Procedure for Printer/Scanner Unit Type 3352

⚠ CAUTION

- Turn off the main power switch and disconnect the power supply cord.

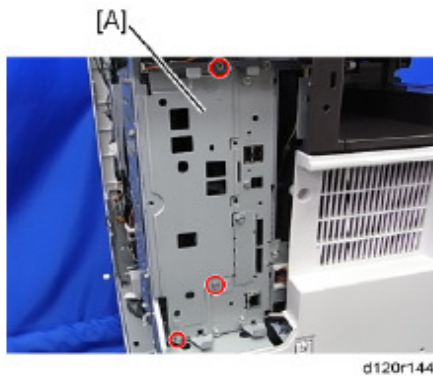


1. Remove the controller cover [A] ( x1).

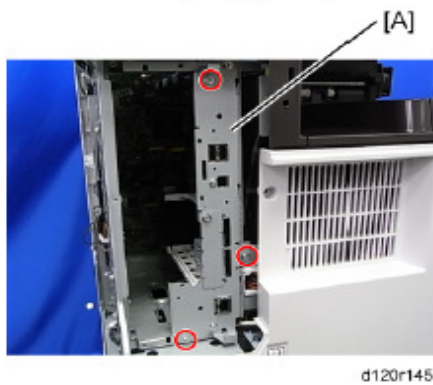
Model: Or-C1


Date: 21-Sep-12

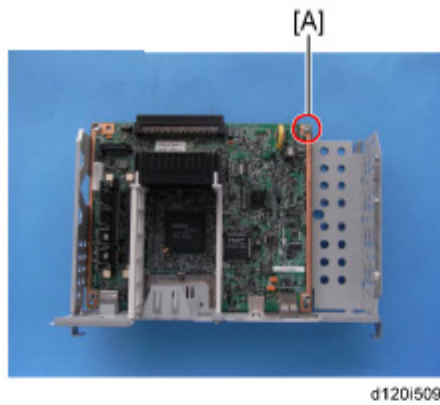
No.: RD120037



2. Remove the FCU faceplate [A] ( x3).

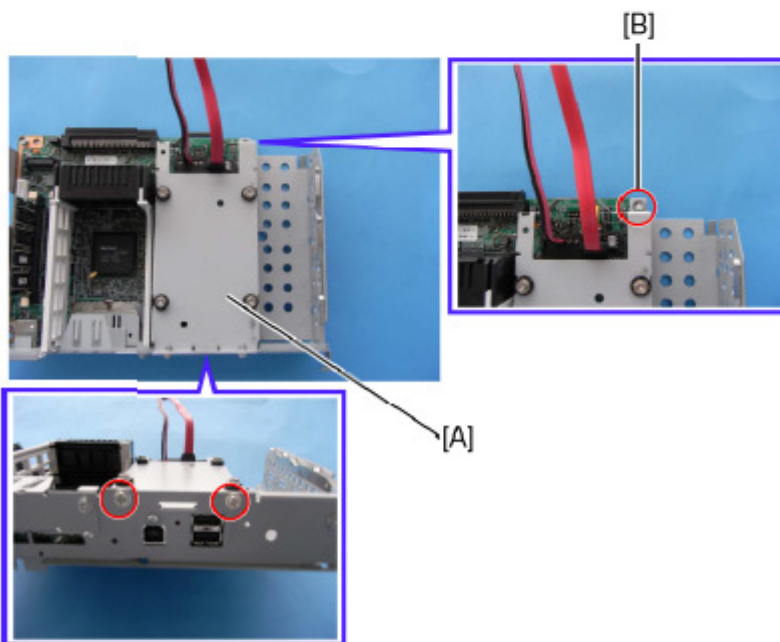


3. Remove the controller board unit [A] ( x3).

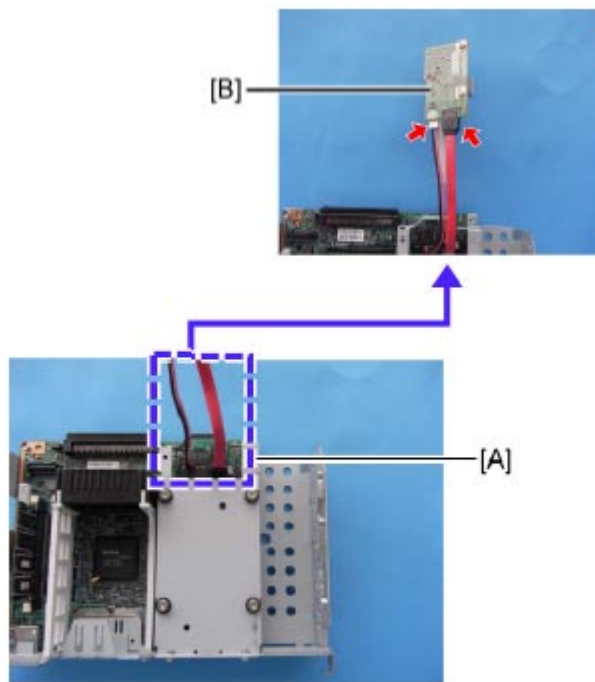


d120i509

4. Remove the screw [A] on the controller board.

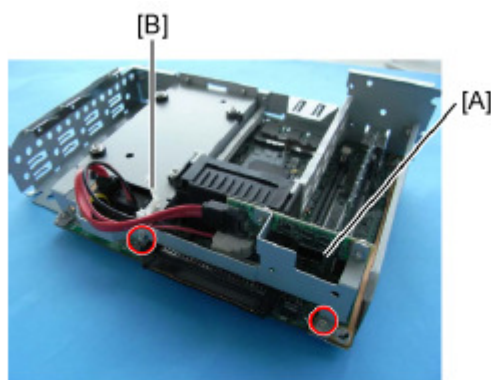


5. Install the HDD unit [A] on the controller board unit (3 x 3). Use the screw removed in step 4 at [B].



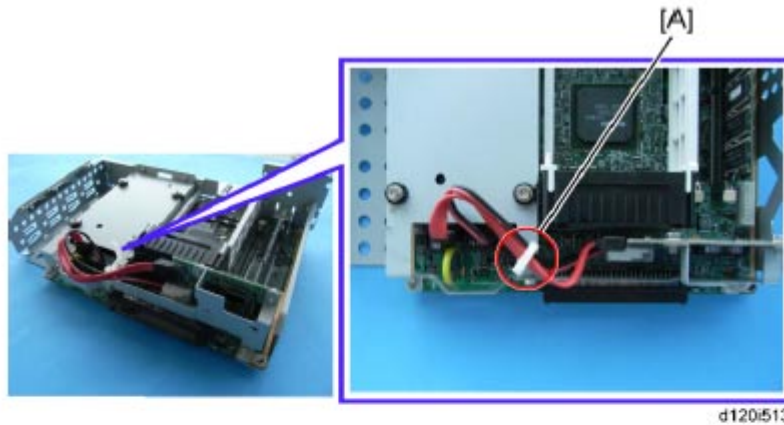
d120i511

6. Connect the two cables [A] from the HDD unit to the connecting board [B] (Fig. x 2).

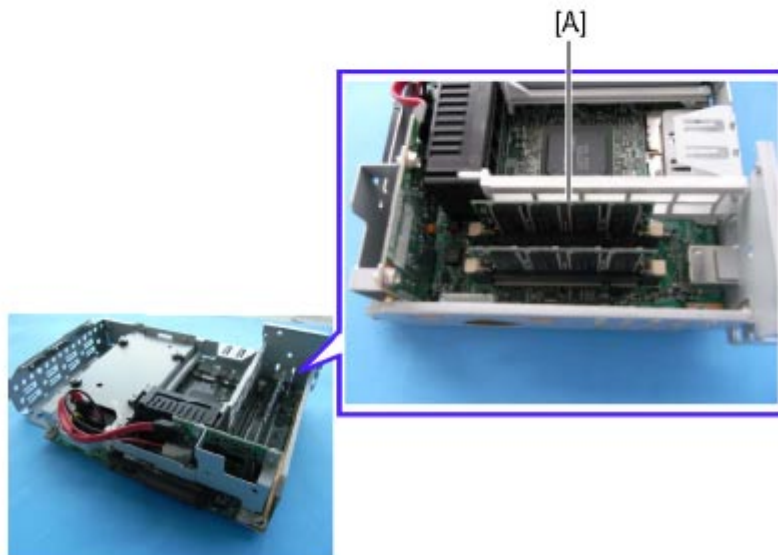


d120i512

7. Connect the connecting board unit [A] to the controller board (Fig. x 2).
8. Install the harness clamp [B] on the HDD unit.



9. Clamp the cables [A] to prevent them from sticking out.

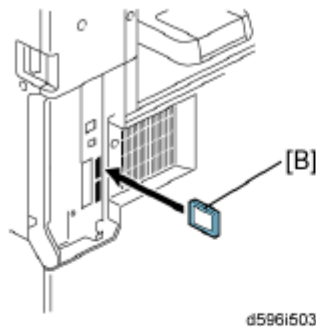


10. Install the 512 MB memory [A].
11. Reinstall the controller board unit with the HDD.


Model: Or-C1

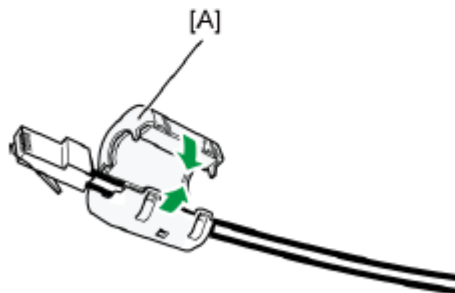
Date: 21-Sep-12

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d596i503

12. Insert the SD card [B] in SD card Slot 1 or Slot 2.
13. Cycle the machine power off/on.
14. Format the HDD with SP5832-1.
15. Do SP5853 to copy the preset stamp data from the firmware to the hard disk.
16. Do SP5846-040 to copy the address book to the hard disk from the controller board.
17. Do SP5846-041 to let the user get access to the address book.
18. Reattach the controller cover ( x1).

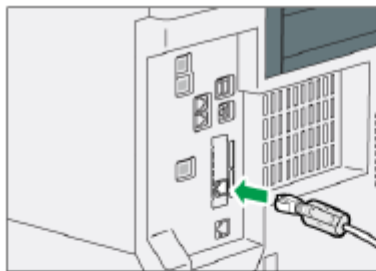


19. Attach the supplied ferrite core [A] at the machine end of the Ethernet cable.

Model: Or-C1

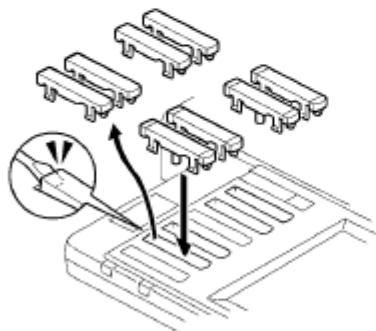
Date: 21-Sep-12

No.: RD120037



d596i513

20. Connect the Ethernet interface cable to the 10BASE-T/100BASE-TX port.
21. Connect the other end of the Ethernet interface cable to a network connection device such as a hub.



22. Remove the 1st, 2nd, 4th, and 5th blank key tops.

Note

- The 3rd blank keytop from the top is reserved for the "Fax" keytop. Do not remove it at this time.

23. Replace the blank keytops with the keytops received in the kit from top to bottom:

- 1st Copy
- 2nd Document Server
- 4th Printer
- 5th Scanner

24. Connect the machine power cord and turn on the main power switch.

25. Enable the NIB and/or USB function.

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- To enable the NIB function, enter the SP mode and set SP5985-001 (On Board NIC) to "1" (Enable).
- To enable the USB function, enter the SP mode and set SP5985-002 (On Board USB) to "1" (Enable).

★ Important

- These SPs must be done immediately after installation of an HDD unit in a machine that previously had no HDD.
- The first time the main power switch is turned on with the new HDD installed, the system automatically takes the address book from the NVRAM and writes it on the new HDD. However, only the system administrator can use the new address book on the HDD at this time.
- If you do SP5846 41 immediately after power on, then all users can use the address book.

📌 Note

- It is not necessary to format the new hard disk after installation.

Installation Procedure for Scanner enhance option Type 3352

Installation

The installation of the printer enhance option and scanner enhance option is done with SP5873 001 (Application Move).

1. Turn off the main power switch.
2. Remove the cover (1 x1).
3. Confirm that the Printer Unit SD card is in SD Card Slot 1.
4. Put the option SD Card (Scanner Enhance Option) in SD Card Slot 2.
5. Turn on the main power switch.
6. Go into the SP mode and select SP5873-1.
7. Touch "Execute".
8. Obey the instructions on the display and touch "Execute" to start.
9. When the display tells you copying is completed, touch "Exit", then turn off the main power switch.
10. Remove the option SD card from SD Card Slot 2.
11. Turn on the main power switch.

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Date: 21-Sep-12

No.: RD120037

12. Go into the User Tools mode and confirm that update was successful.
User Tools> System Settings> Administrator Tools> Firmware Version> Next
13. Turn off the main power switch and reattach the SD card slot cover.
14. Return the copied SD card to the customer for safekeeping, or tape it to the faceplate of the controller.

To undo an option update

1. Turn off the main power switch.
2. Confirm that the Printer Unit SD card is in SD Card Slot 1.
3. Put the empty SD card (Scanner Enhance Option D595) in SD Card Slot 2.
4. Turn on the main power switch.
5. Go into the SP mode and do SP5873-2 (Undo Exec).
6. Obey messages on the operation panel to complete the procedure.
7. Turn off the main power switch.
8. Remove the restored SD card from SD Card Slot 2.
9. Turn on the main power switch.
10. Go into the User Tools mode and confirm that undo was successful.
User Tools> System Settings> Administrator Tools> Firmware Version> Next
11. Turn off the main power switch again, then reattach the cover.

Important Notes About SD Cards

Here are some basic rules about moving an application to another SD card.

- The authentication data is moved with the application program to the target SD card.
- Once an application has been moved from the original SD card, the original SD card cannot be used unless the application is restored to the SD card with SP5873-2 (Undo Execute).
- SD cards must be stored in a safe location at the customer site. The empty SD card serves as proof of purchase and is the only evidence that the customer is licensed to use the application program.
- Before storing the card from which an application has been copied, label it carefully so that you can identify it easily if you need to do the undo procedure later.

If more than one application is required...

Move all applications which the customer wants onto one SD card. The destination card should have the largest amount of space available so it can hold as many other applications as possible.

★ Important

- The VM Card can be neither merged nor moved to another SD card. This card must be installed in SD Card Slot 2 (lower).

SD Card Options	SD Card Size	Module Size
Printer Unit Type 3352	32 MB	8.3 MB
Printer/Scanner Unit Type 3352	32 MB	9.3 MB
Scanner Enhance Option Type 3352	16 MB	3 MB
PostScript3 Unit Type 3352	64 MB	14.6 MB
IPDS Unit Type 3352	32 MB	10.5 MB
Browser Unit Type E ^{*1}	32 MB	14.7 MB

^{*1}: Browser Unit Type E cannot be moved to a 16MB SD card.

Model: Or-C1

Date: 21-Sep-12

No.: RD120037

6. Make sure that App2Me is NOT installed.

If the App2Me is installed, that machine will NOT be a CC-certified machine. In this case, turn off the machine main power, remove the VM card containing App2Me from slot 2, and then give the VM card to the customer.

7. Make sure the machine contains the correct firmware.

- If the customer wants to install the machine in the **same condition** as when CC Certification was first attained (same as the January 2012 machines), install **the exact versions** shown in the table below.
- If the customer wants to install the machine as an equivalent of the January 2012 machines, install the versions shown in the table below **or later**.

If you are not sure which one the customer is requesting, **contact your sales department**.

**Firmware versions with which the Or-C1 first achieved CC-CERTIFICATION:
(January 2012)**

Firmware Name:	Version:	Firmware Number:
System/Copy	1.04	D1205530A
Network Support	10.65	D1205544A
Scanner	01.01	D1205538A
Printer	1.02	D1205547A
Fax	01.01.00	D1205535A
RemoteFax	01.00.00	D1205536A
Web Support	1.01	D1205539A
Web Uapl	1.00	D1205540A
NetworkDocBox	1.00	D1205545A
animation	1.00	D1205541A
PCL	1.00	D1205551A
PCL Font	1.12	D1205572
Engine	1.01:08	D1205500A
OpePanel	1.01	D1201459A (NA) D1201490A (EU) D1201493A (AA)
LANG0	1.01	D1201496
LANG1	1.01	D1201496
Data Erase Onb	1.03m	D3775913
GWFCU3.5-1(WW)	01.00.01	D1205537A

Model: Or-C1

Date: 21-Sep-12

No.: RD120037

**Ic Key and Ic Hdd versions with which the Or-C1 first achieved CC-CERTIFICATION:
(January 2012)**

Hardware:	Version:
Ic Key	01020714
Ic Hdd	01

Model: Or-C1

Date: 21-Sep-12

No.: RD120037

The list of Operating Instructions (O/I)**<For NA>****Paper Documents**

- **D120-7523** **MP 2352/MP 2852/MP 3352**
MP 2352/MP 2852/MP 3352
Aficio MP 2352/MP 2852/MP 3352
Operating Instructions
About This Machine
- **D120-7533** **MP 2352/MP 2852/MP 3352**
MP 2352/MP 2852/MP 3352
Aficio MP 2352/MP 2852/MP 3352
Operating Instructions
Troubleshooting
- **D120-7517** **Quick Reference Copy Guide**
- **D596-7107** **Quick Reference Fax Guide**
- **D595-7305** **Quick Reference Printer Guide**
- **D595-7317** **Quick Reference Scanner Guide**
- **D085-7906B** **App2Me Start Guide**
- **D376-7900** **SOFTWARE LICENSE AGREEMENT**
- **D120-7501** **MP 2352/MP 2852/MP 3352**
MP 2352/MP 2852/MP 3352
Aficio MP 2352/MP 2852/MP 3352
Manuals and Safety Information for This Machine
- **D120-7550** **Notes on Hard Disk Data Encryption**
- **D120-7556** **Operating Instructions Notes on Security Functions**
- **D120-7554** **Notes for Administrators: Using this**
Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009

Model: Or-C1

Date: 21-Sep-12

No.: RD120037

CD-ROMs

- **D595-7804** **Manuals for Users**
MP 2352/MP 2852/MP 3352
Aficio MP 2352/MP 2852/MP 3352
- **D595-7795** **Manuals for Administrators**
MP 2352/MP 2852/MP 3352
Aficio MP 2352/MP 2852/MP 3352

<For EU>

Paper Documents

- **D120-7516** **Quick Reference Copy Guide**
- **D596-7106** **Quick Reference Fax Guide**
- **D595-7304** **Quick Reference Printer Guide**
- **D595-7316** **Quick Reference Scanner Guide**
- **D085-7904B** **App2Me Start Guide**
- **D120-7500** **MP 2352SP/MP 2852/MP 2852SP/MP 3352/MP 3352SP**
MP 2352SP/MP 2852/MP 2852SP/MP 3352/MP 3352SP
Aficio MP 2352SP/MP 2852/MP 2852SP/MP 3352/MP 3352SP
Manuals and Safety Information for This Machine
- **D120-7549** **Notes on Hard Disk Data Encryption**
- **AA00-0253A** **CE Marking Traceability Information**
(For EU Countries Only)
- **D376-7900** **SOFTWARE LICENSE AGREEMENT**
- **A232-8561A** **Safety Information**
- **D120-7555** **Operating Instructions Notes on Security Functions**
- **D120-7553** **Notes for Administrators: Using this**
Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009

Model: Or-C1

Date: 21-Sep-12

No.: RD120037

CD-ROMs

- **D595-7807** **Manuals for Users**
MP 2352SP/MP 2852/MP 2852SP/MP 3352/MP 3352SP
Aficio MP 2352SP/MP 2852/MP 2852SP/MP 3352/MP 3352SP
A
- **D595-7798** **Manuals for Administrators**
Security Reference
MP 2352SP/MP 2852/MP 2852SP/MP 3352/MP 3352SP
Aficio MP 2352SP/MP 2852/MP 2852SP/MP 3352/MP 3352SP

<For Asia>

Paper Documents

- **D120-7525** **MP 2352SP/MP 2852/MP 2852SP/MP 3352/MP 3352SP**
MP 2352SP/MP 2852/MP 2852SP/MP 3352/MP 3352SP
Aficio MP 2352SP/MP 2852/MP 2852SP/MP 3352/MP 3352SP
Operating Instructions
About This Machine
- **D120-7535** **MP 2352SP/MP 2852/MP 2852SP/MP 3352/MP 3352SP**
MP 2352SP/MP 2852/MP 2852SP/MP 3352/MP 3352SP
Aficio MP 2352SP/MP 2852/MP 2852SP/MP 3352/MP 3352SP
Operating Instructions
Troubleshooting
- **D120-7518** **Quick Reference Copy Guide**
- **D596-7108** **Quick Reference Fax Guide**
- **D595-7305** **Quick Reference Printer Guide**
- **D595-7318** **Quick Reference Scanner Guide**
- **D085-7906B** **App2Me Start Guide**
- **D120-7502** **MP 2352SP/MP 2852/MP 2852SP/MP 3352/MP 3352SP**
MP 2352SP/MP 2852/MP 2852SP/MP 3352/MP 3352SP
Aficio MP 2352SP/MP 2852/MP 2852SP/MP 3352/MP 3352SP
Manuals and Safety Information for This Machine
- **D120-7550** **Notes on Hard Disk Data Encryption**

Model: Or-C1

Date: 21-Sep-12

No.: RD120037

- **D376-7900** **SOFTWARE LICENSE AGREEMENT**
- **D376-7905** **SOFTWARE LICENSE AGREEMENT**
- **D120-7556** **Operating Instructions Notes on Security Functions**
- **D120-7554** **Notes for Administrators: Using this
Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009**

CD-ROMs

- **D595-7810** **Manuals for Users**
MP 2352SP/MP 2852/MP 2852SP/MP 3352/MP 3352SP
Aficio MP 2352SP/MP 2852/MP 2852SP/MP 3352/MP 3352SP
- **D595-7801** **Manuals for Administrators**
MP 2352SP/MP 2852/MP 2852SP/MP 3352/MP 3352SP
Aficio MP 2352SP/MP 2852/MP 2852SP/MP 3352/MP 3352SP

Model: OR-C1		Date: 25-Sep-12	No.: RD120052
Subject: Parts Catalog Correction (Fusing - Heater)		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other () <input type="checkbox"/> Tier 2		

Please apply the following change to your Parts Catalogs.

Incorrect part number	Correct part number	Description	Q'ty	Int	Page	Index	Note
AX440353	AX440352	HEATER:120V:MAIN:INFRARED			41	9	
AX440355	AX440354	HEATER:INFRARED:230V/600 W:MAIN			41	9	
AX440357	AX440356	HEATER:110V:MAIN:TWN			41	9	
AX440352	AX440353	HEATER:120V:SUB:INFRARED			41	10	
AX440354	AX440355	HEATER:INFRARED:230V/600 W:SUB			41	10	
AX440356	AX440357	HEATER:110V:SUB:TWN			41	10	

Model: OR-C1		Date: 27-Sep-12	No.: RD120053
Subject: FSM Correction for SC270		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Service Manual Correction

The following SC description was missing from the Service Manual.

Appendices

3. Appendix: Service Call Conditions

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
270	D	GAVD communication error
		<ul style="list-style-type: none"> The I2C bus device ID is not identified during initialization. A device-status error occurs during I2C bus communication. The I2C bus communication is not established due to an error other than a buffer shortage.
		<ul style="list-style-type: none"> Loose connection Defective GAVD Defective BCU
		<ol style="list-style-type: none"> Turn the power switch off and on. Check the FFC cable connection between IPU and BCU. Replace the IPU board. Replace the BCU board.

Model: OR-C1		Date: 22-Oct-12	No.: RD120054
Subject: FSM Correction for SC794-10		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Service Manual Correction

The following SC description was missing from the Service Manual.

Appendices

3. Appendix: Service Call Conditions

- Service Call Conditions

- SC7xx: Peripherals

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
794-10	D	Stapler motor error (D586)
		The machine does not detect a correct signal from the stapler HP sensor while the stapler motor is operating. The 1 st detection failure issues a jam error, and 2 nd failure issues this SC code.
		<ul style="list-style-type: none"> • Staple jam • Motor overload • Defective stapler motor
		<ol style="list-style-type: none"> 1. Check the connections and cables for the components mentioned above. 2. Replace the HP sensor and / or stapler motor. 3. Replace the finisher main board.

Reissued:20-Sep-13

Model: OR-C1	Date: 09-Jan-13	No.: RD120055a
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RTB Reissue

The items in ***bold italics*** were added or revised.

Subject: Add Toner Indication		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

The following occur:

- The "Add toner" display message does not clear when the toner bottle is replaced
- Toner spills from the entrance of the toner supply unit
- A noise is generated inside the toner supply unit.

CAUSE

The toner bottle is inserted in the wrong position, and the front door can be closed despite this. This happens when:

- The shape of the PCU bracket (due to variations in dimensions) allows the unit to be inserted incorrectly, AND
- The protrusion on the inside face of the front cover does not engage the green lever of the toner supply unit correctly, allowing the door to close

SOLUTION

Production line:

The shapes of the front cover and handle for the toner supply unit were changed. This ensures that the front door cannot be closed when the toner bottle is inserted incorrectly.

In the field:

- 1) Advise users to insert the toner supply unit they hear a click, which indicates that the unit is locked in place correctly.

2) Replace the front cover or handle for the toner supply unit with the new one.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D1203605	D1203606	CAM:HANDLE	1-1	X/O	35	2	
D1201262	D1201264	DOOR:FRONT	1-1	X/O	9	14	

Note: The decal for the inside of the front cover (P/N D1209500) is no longer available for ordering.

Reissued:20-Sep-13

Model: OR-C1

Date: 09-Jan-13

No.: RD120055a

Cut-in Serial Numbers***RAC:***

<i>CODE</i>	<i>SERIAL NUMBER</i>
<i>D120-57</i>	<i>W413L300284~</i>
<i>D121-17</i>	<i>W423L300213~</i>
<i>D121-57</i>	<i>W423L300659~</i>
<i>D122-17</i>	<i>W433L300593~</i>
<i>D12257</i>	<i>W433L300243~</i>

RE:

<i>CODE</i>	<i>SERIAL NUMBER</i>
<i>D139-67</i>	<i>W663K300463~</i>
<i>D140-27</i>	<i>W673K500288~</i>
<i>D140-67</i>	<i>W673K300401~</i>
<i>D141-27</i>	<i>W683K500079~</i>
<i>D141-67</i>	<i>W683K300132~</i>

Other regions:***From January 2013 production***

Model: OR-C1		Date: 13-Feb-13	No.: RD120056
Subject: SC401		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

SC401 occurs.

CAUSE

The operator closes the duplex unit with force, causing the shaft of the transfer roller to separate from the bushings. As a result, the transfer roller interferes with the movement of the PCU shutter, breaking the PCU gear.

SOLUTION

Production line:

The shapes of the front and rear bushings for the transfer roller were changed.

In the field:

Replace the bushings with the following new parts.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
AA080349	AA080391	PLAIN SHAFT BEARING:TRANSFER ROLLER:REAR	1-1	X/O	39	6	
AA080350	AA080390	BUSHING:TRANSFER ROLLER:FRONT	1-1	X/O	39	22	

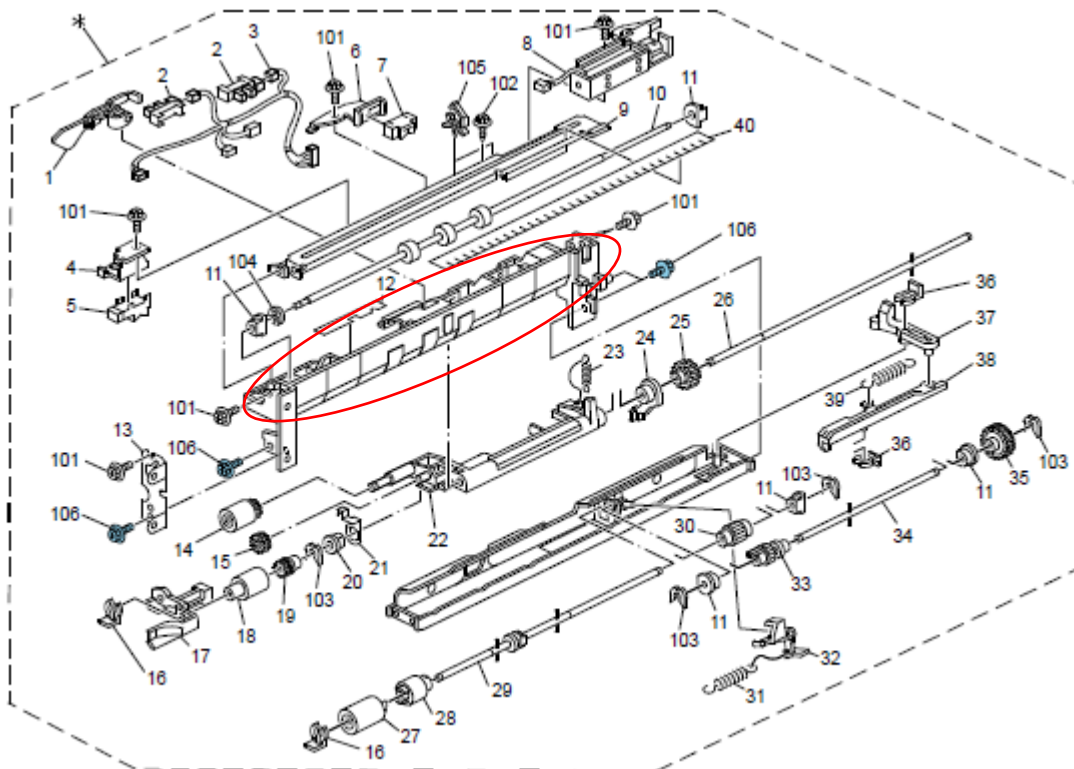
Model: OR-C1		Date: 14-Feb-14	No.: RD120057
Subject: Paper Jam 52 (Vertical Trans. 2: Off)		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

Paper Jam 52 (Vertical Trans. 2: Off) occurs when the paper is fed from Tray 2.

CAUSE

The part circled in red below shrinks in low temperatures, which can sometimes cause the transport roller (index #10) to lock up.



Model: OR-C1

Date: 14-Feb-14

No.: RD120057

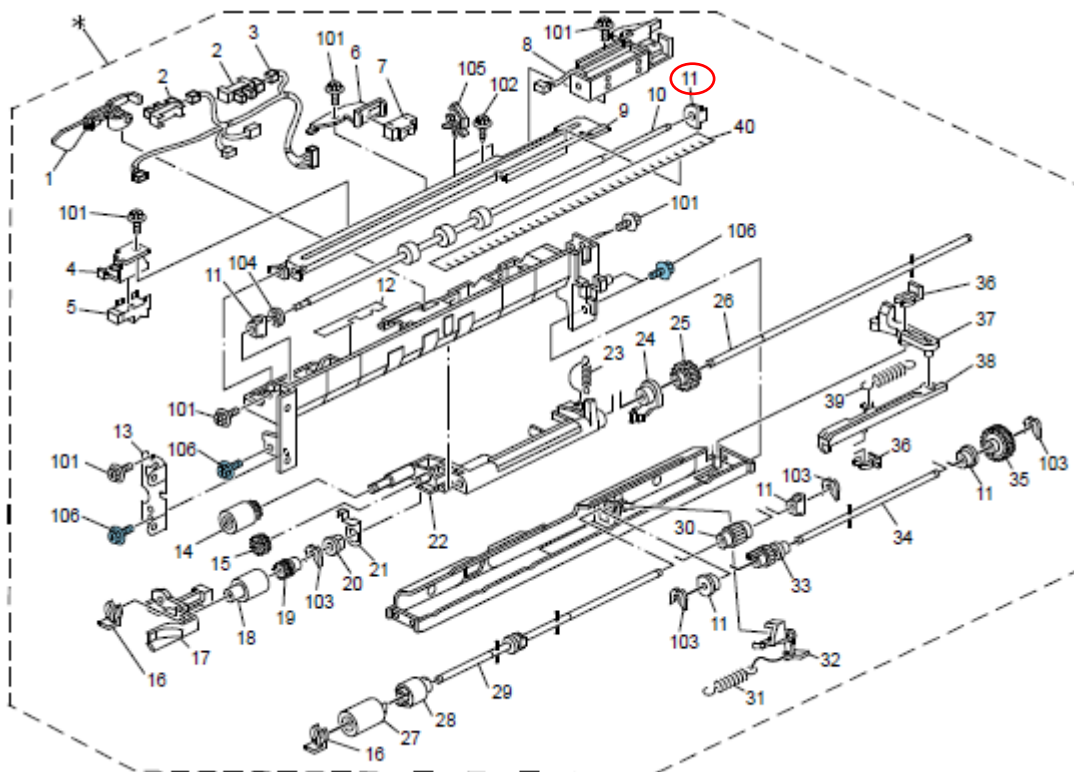
SOLUTION

Production line:

The shape of the bushing at the rear side was changed (new P/N: **AA082117**). See **Procedure below**.

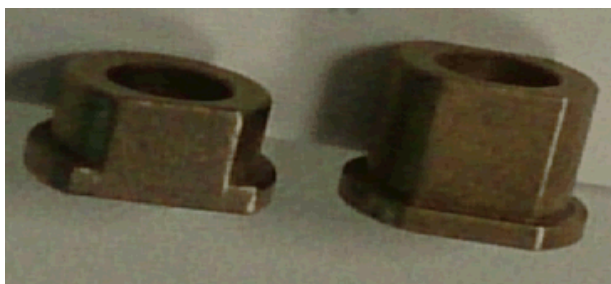
In the field:

Replace the bushing (index #11) with the modified one.



Old (P/N AA082152):

NEW (P/N AA082117):



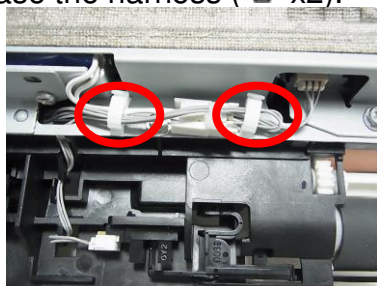
Model: OR-C1

Date: 14-Feb-14

No.: RD120057

Bushing replacement procedure

1. Remove the paper feed unit.
2. Release the harness (🔧 x2).



3. Remove the screws (🔧 x5).



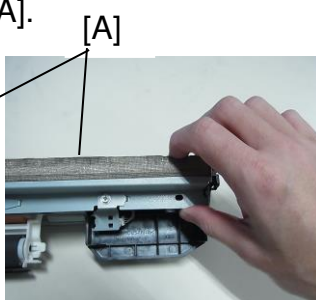
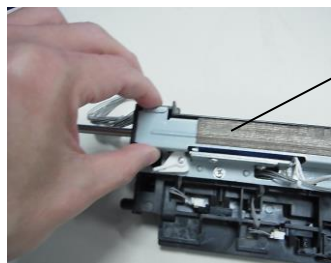
Front:



Rear:



4. Remove the bracket [A].

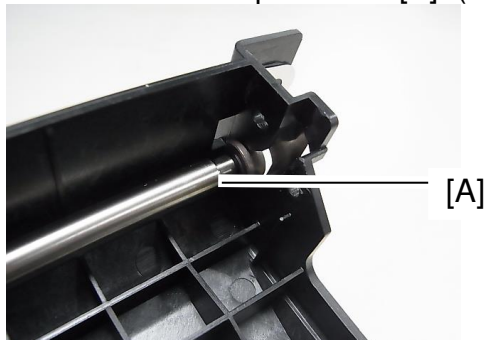


Model: OR-C1

Date: 14-Feb-14

No.: RD120057

5. Remove the transport roller [A]. (⌀ x1)



6. Replace the bearing at the rear side with the modified part (P/N: **AA082117**).



7. Reassemble the unit.

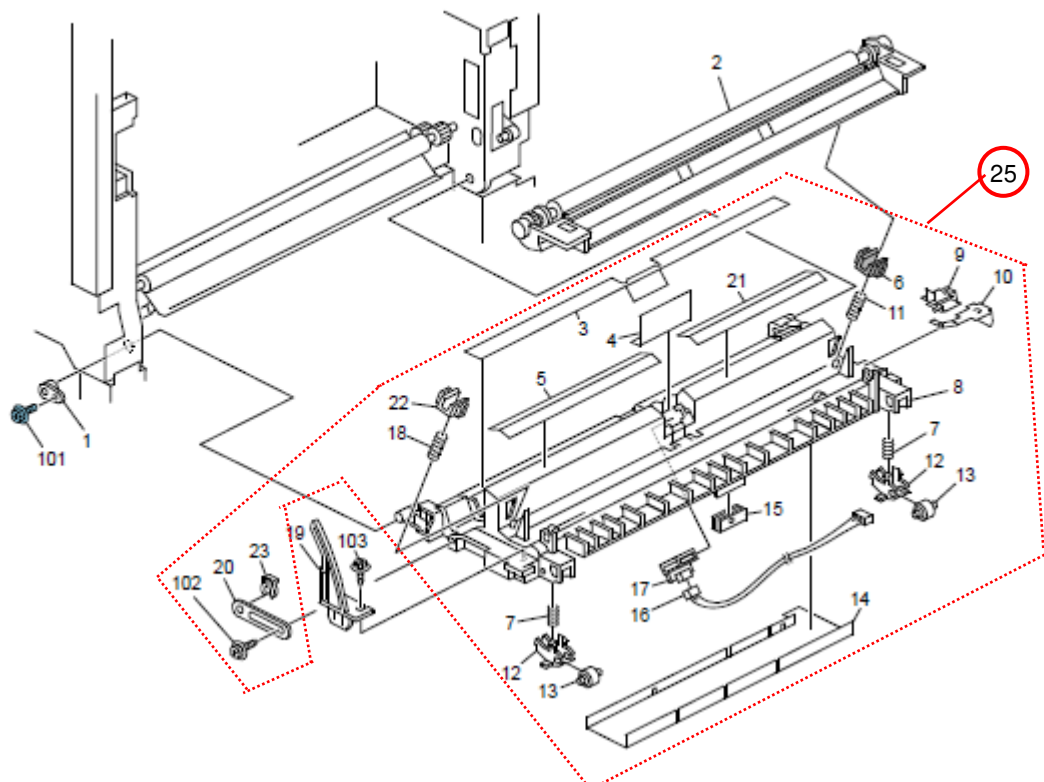
Model: OR-C1		Date: 12-Mar-14	No.: RD120058
Subject: Parts Catalog Correction (TRANSFER/SEPARATION UNIT:ASS'Y)		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	D1203821	COVER:TRANSFER/SEPARATION UNIT:C1:ASS'Y	0-1	-	39	25	

Change: The parts boxed in red in the illustration were registered as an assembly.

Reason: To meet requests from the field.

16.Transfer Unit (D120/D121/D122/D139/D140/D141)



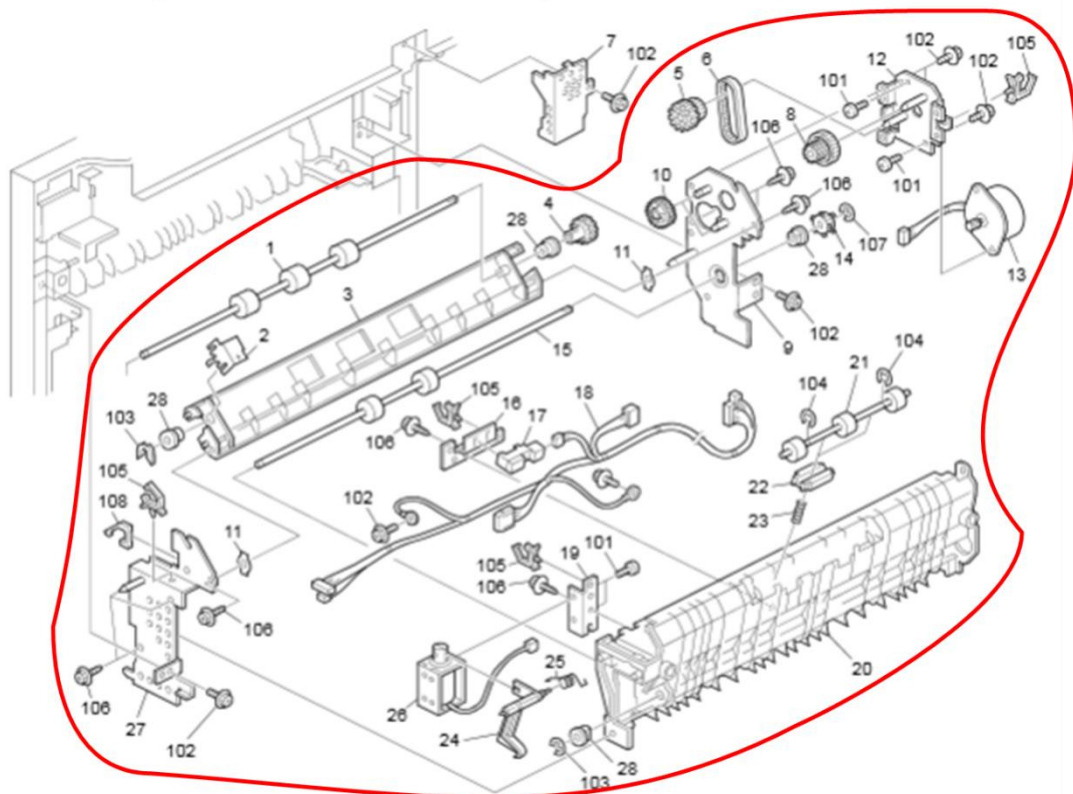
Model: OR-C1a		Date: 22-Jan-15	No.: RD120059
Subject: Parts Catalog Correction (TRANSFER/SEPARATION UNIT:ASS'Y)		Prepared by: A.Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	D1200221	REVERSE UNIT:ASS'Y	0-1	-	47	*	

Change: The parts boxed in red in the illustration were registered as an assembly.

Reason: To meet requests from the field.

20.Paper Invert Section (D120/D121/D122/D139/D140/D141)



Model: Orval-C1a		Date: 9-Mar-15	No.: RD120060
Subject: Parts information(ADF GRIP)		Prepared by: A.Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

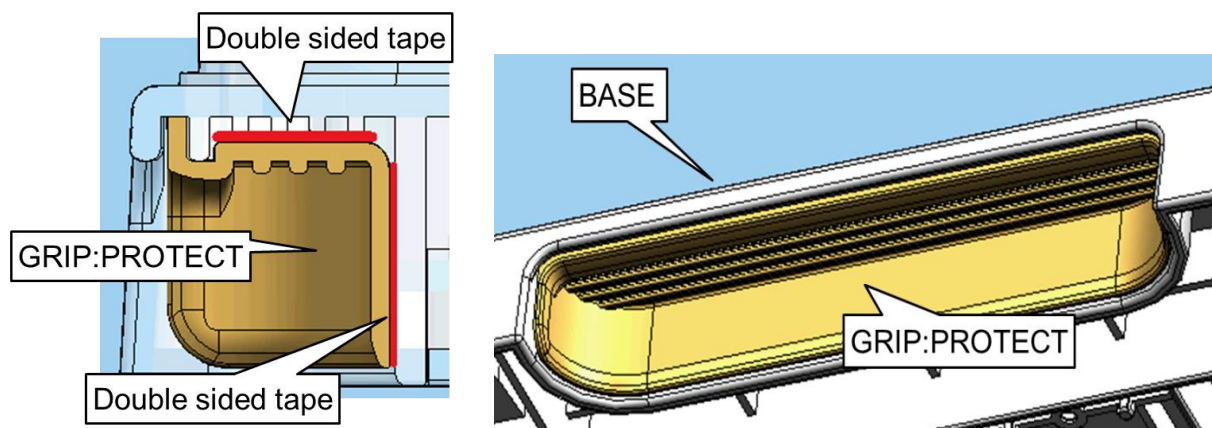
Change: The following assembly was added.

Reason: To increase the adhesive strength between the handgrip and DF base.

Note: The handgrip can be damaged when the DF is opened/closed repeatedly.

Model	Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
LHOTSE-D	-	D5781991	GRIP:PROTECT:ASS'Y	0-1	-	3	27	

Important: Attach the grip to the base using double-sided tape.



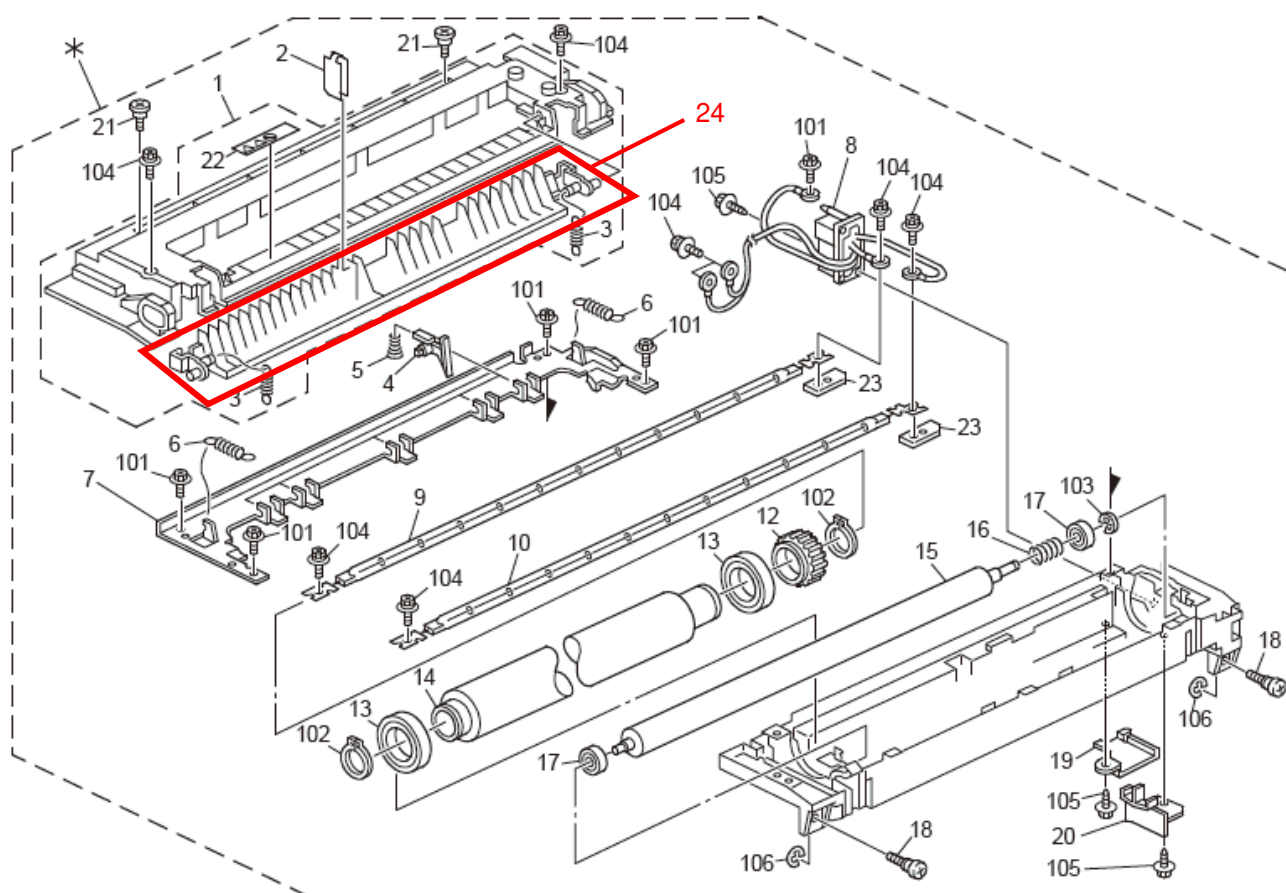
Model: OR-C1b/c		Date: 1-Sept-15	No.: RD120061
Subject: Parts catalog added. "Fusing Unit 1"		Prepared by: Norito Yasuda	
From: 1st Tech Service Sect. MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
—	D1204156	GUIDE PLATE:FUSING:UPPER	1	-	41	24	

Change: The guide plate outlined in red was registered as a service part.

Reason: To meet requests from the field.

17.Fusing Unit 1 (D120/D121/D122/D139/D140/D141)



Model: OR-C1		Date: 15-Oct-15	No.: RD120062
Subject: Parts Catalog Correction - Toner bottle cover deleted		Prepared by: Norito Yasuda	
From: 1st Tech Service Sec. MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

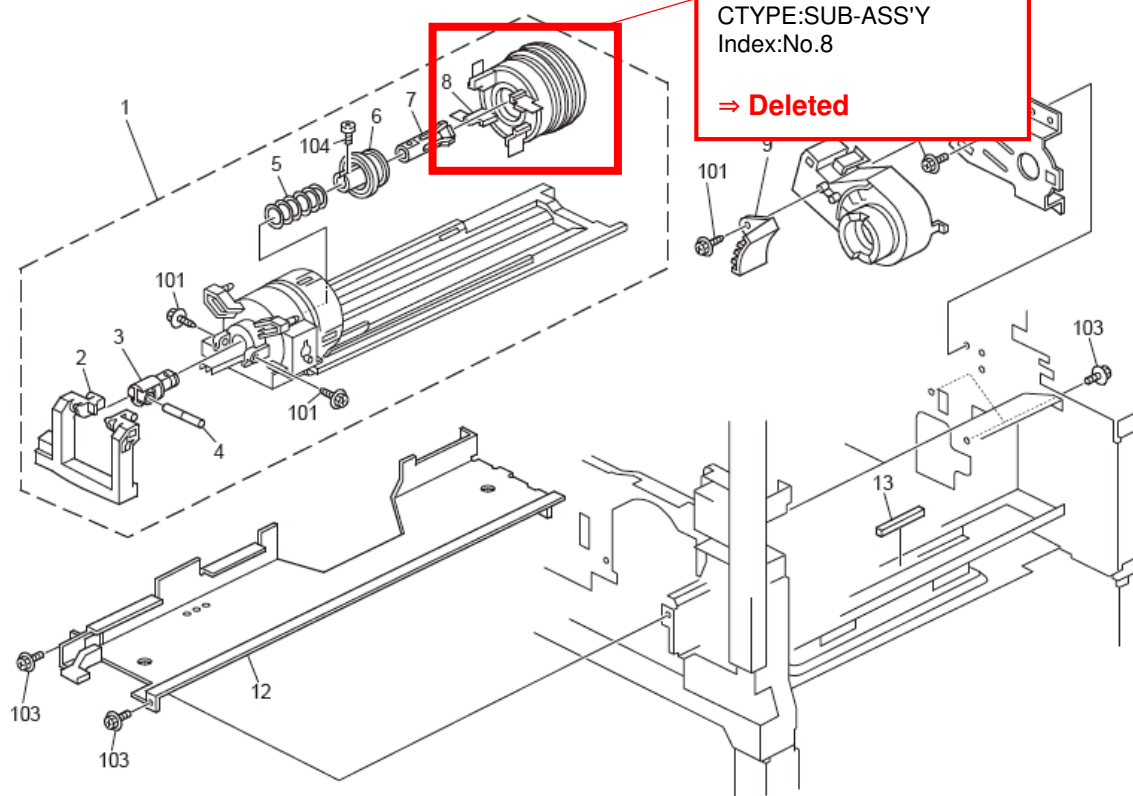
Part number	Description	Q'ty	Page	Index	Note
D1203568	COVER:TONER BOTTLE:CTYPE: SUB-ASS'Y	1	35	8	Deleted

Change: The toner bottle cover was deleted from the parts catalog.

Reason: Replacing this part in the field has the risk of causing toner leakage.

Note: Procure the assembly unit (p/n: D1203505) when required to replace the toner bottle cover.

14.Toner Supply Unit (D120/D121/D122/D139/D140/D141)

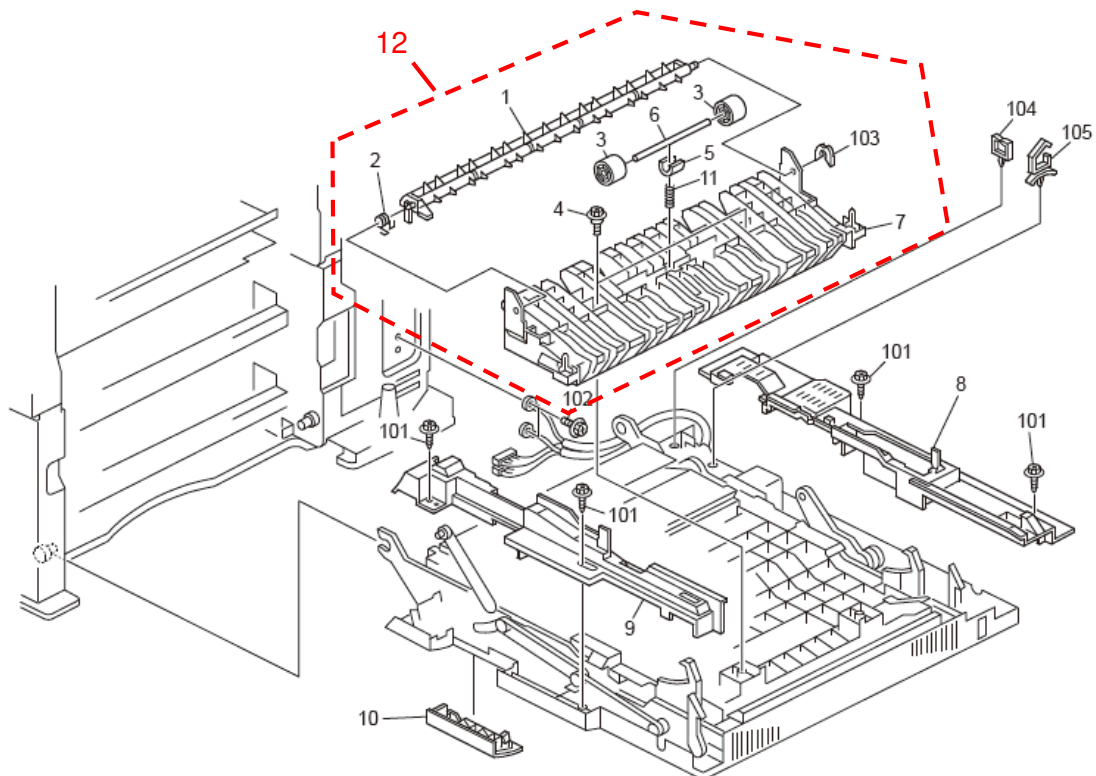


Model: OR-C1		Date: 10-Mar-16	No.: RD120063
Subject: Part Catalog Correction - missing p/n in Duplex Section 1		Prepared by: Norito Yasuda	
From: 1st Tech Service Sec. MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Change: Part number of the Guide Plate was added.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	D1204674	GUIDE PLATE:GATE:ASS'Y	1		49	12	

21.Duplex Section 1 (D120/D121/D122/D139/D140/D141)



Model: OR-C1/C2		Date: 26-Apr-16	No.:RD120064
Subject: Toner wax is emitted from the paper exit unit as a gas		Prepared by: T. Hirakawa	
From: FQM Group1 FQM Department			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

Wax contained in the toner adheres to the surface of the fusing roller and is emitted from the paper exit unit as a gas.

CAUSE

There is a bend in the lower frame of the fusing unit, preventing the center thermistor from touching the roller surface at the correct position. This results in an overshoot of the fusing temperature. As a result, the wax contained in the toner may stick to the surface of the hot roller, after which it evaporates and is emitted from the machine as white smoke.

SOLUTION

Attach the new metal plate (P/N: D1209902 (SPACER: THERMISTOR)) under the thermistor (center) to the affected units. See **PROCEDURE** below.

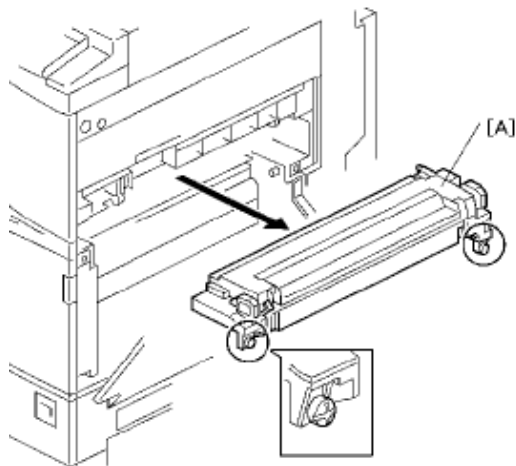
PROCEDURE

IMPORTANT: Only install the metal plate on the affected fusing units. If you install it on an unaffected unit, image quality issues may occur.

1. Make sure the fusing unit is an affected unit (See “**Affected S/N of Fusing Units**” below).



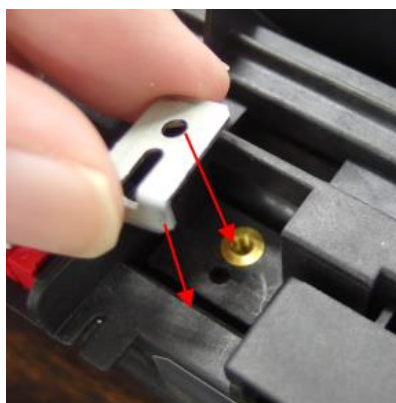
2. Open the duplex unit.
3. Remove the fusing unit [A] (⚙ x2).



4. Remove the plate (center) and thermistor from the rear side of the fusing unit (⚙ x1).



5. Clean the thermistor with a dry cloth.
6. Attach the metal plate.

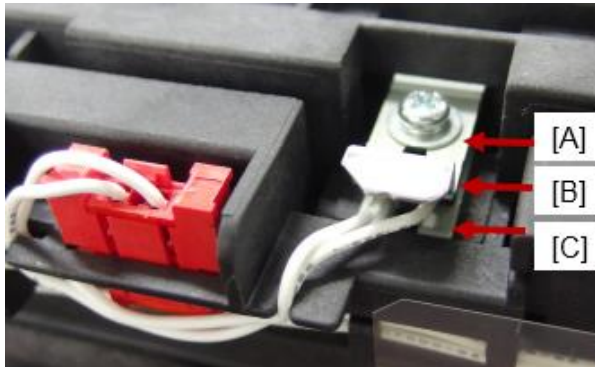


Model: OR-C1/C2

Date: 26-Apr-16

No.:RD120064

- Attach the thermistor [B] and plate [A] to the metal plate [C] (⌀ x1).



Affected S/N of fusing units

110V: ODTNH1C01496 - ODTNH30800052

220V: ODTEH1C04545 - ODTEH30700700

Reading the lot number:

1	2	3	4	5	6	7	8	9	10	11	12
O	D	T	N	H	1	4	1	2	3	4	5

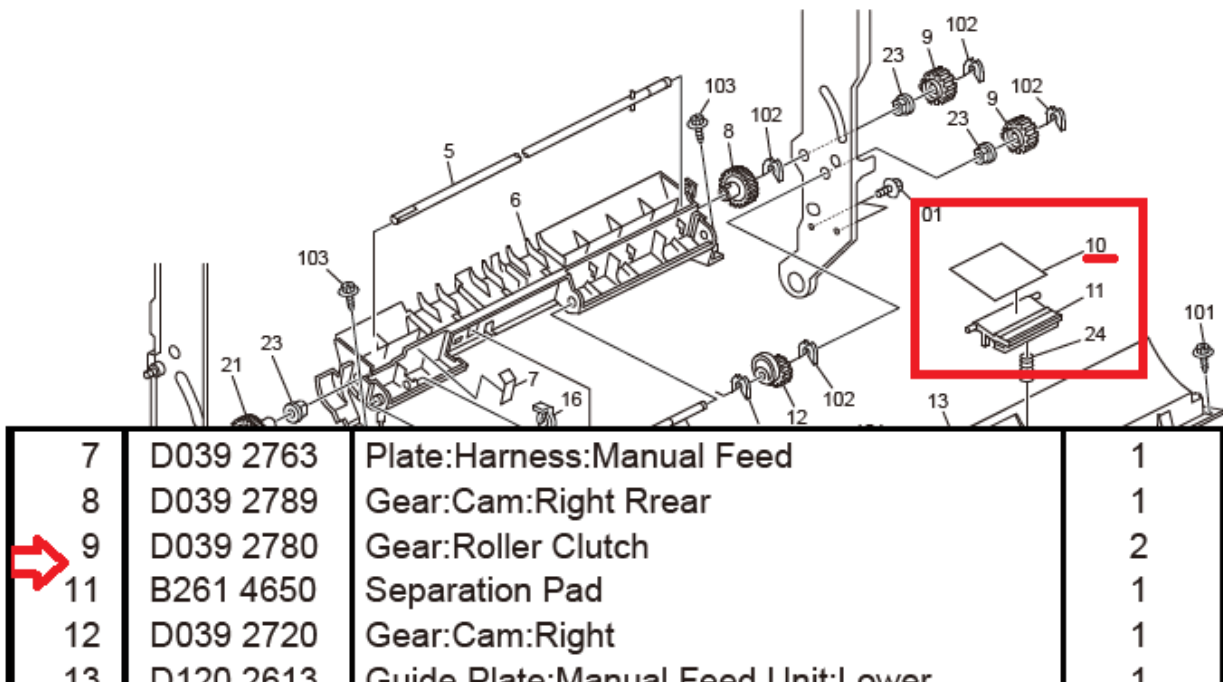
↑ Region: D (DOM), N (NA), E (EU)
 ↑ Factory
 ↑ Year (2011)
 ↑ Month (1- 9, A, B, C)
 Order Number

Model: OR-C1abc		Date: 6-Sep-18	No.: RD120065
Subject: Parts Catalog Revision		Prepared by: Takahiro Tada	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Parts Catalog Revision

Parts Number of Duplex section 5, Item #10 isn't given in the Parts Catalog.
 The part number is **D1202614**.
 For the part number in the Parts Catalog, refer to the following figure.

25.Duplex Section 5 (D120/D121/D122/D139/D140/D141)



#10 D1202614 (mylar)